



RealSAM Handset Warranty

All RealSAM handsets supplied by Real Thing will be covered by a 12 month handset warranty.

12 Month Handset Warranty

This warranty covers manufacturing faults in the handset, and excludes any entitlement to the repair of your handset for faults caused by misuse (such as physical damage or liquid ingress).

The 12 Month Handset Warranty only covers repair to your handset. It does not cover repair to handset batteries or accessories. To claim, the fault in your handset must appear during the 12 month warranty period.

Repairs to devices can only be undertaken by Real Thing. The repair of your handset may result in loss of data (such as loss of content or settings stored on your handset). Your handset may be replaced by a refurbished handset of the same type, rather than being repaired. If your handset is replaced by a refurbished handset, the 12 Month Handset warranty applies in relation to that refurbished handset for the remainder of your 12 month warranty period.

Your Statutory Rights

The benefits to you given by the 12 Month Handset Warranty are in addition to your other rights and remedies as a consumer under Australian law, including those available under the Trade Practices Act for breach of certain implied conditions and warranties which cannot be excluded. The rights and remedies of consumers under Australian law have changed. Our goods come with guarantees that cannot be excluded under Australian Consumer Law.

You're entitled to a replacement or refund for a major failure and for compensation for any other loss or damage. You're also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To claim under your 12 Month Handset Warranty, please contact us on 1300 557 350 to advise you're making a claim under your 12 Month Handset Warranty.

You'll need to provide proof of the date of purchase of your handset. You'll also need to send the faulty handset to Real Thing for assessment and repair. You're responsible for any expenses you may incur in delivering your faulty handset to, and collecting your repaired handset from, Real Thing. All other expenses in relation to your claim under your 12 Month Handset Warranty will be covered by Real Thing.

Terms and Conditions

The 12 Month Handset Warranty is supplied by Real Thing to eligible customers

You're eligible for the RealSAM Handset Warranty on your handset, if:

- You purchase a new RealSAM handset from Real Thing, and
- You're a customer who connects to a RealSAM plan. You must stay connected to a RealSAM plan to remain eligible for the Real Thing 12 month Handset Warranty.

Copyright Real Thing 2017.