

0.3 New handset manufacturers' warranties

What happens if your handset stops working?

Many of our new handsets come with a guarantee or warranty from the manufacturer. In addition, they come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are 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.

If your handset is not working as expected, please return to your nearest TeleChoice Store for an assessment. If the issue is minor, staff may be able to resolve the problem in store. If the issue is major, TeleChoice reserves the right to send the handset off to the manufacturer to be assessed by service technicians.

Early Life Failure

Early Life Failure (ELF) occurs when a new handset fails within the manufacturer's ELF period, usually the first 14-30 days after purchase. In this case, you are eligible for your handset to be replaced, refunded or repaired, in accordance with the manufacturer's terms and conditions. If you are unable to return to a TeleChoice store to arrange for your ELF replacement, please contact the handset manufacturer's customer service help line to make other arrangements.

Warranty

Your new handset has a 12 or 24 month warranty from date of purchase provided by the phone manufacturer. Should you experience a fault with your handset (within the 12 or 24 month period, but beyond the ELF period), please bring your handset into any TeleChoice store, with your original proof of purchase, and your handset will be sent to a service centre for repair. If you have had several repairs and would like to request a refund, we ask that you contact TeleChoice Customer Service or the manufacturer's customer service help line to investigate further.

Manufacturer	ELF Period Warranty	Warranty Period	Contact Number
Apple	30 days	12-24mths	133 622
HTC	30 days	12-24mths	1800 987 039
LG	14 days	12-24mths	1300 542 273
Nokia	30 days	12-24mths	1300 366 733
Samsung	30 days	12-24mths	1300 362 603
Sony Ericsson	14 days	12-24mths	1300 650 050

The ELF Period set by the manufacturer is subject to change by the manufacturer without notice.