

Important Warranty Information

Our promise

Where we give you a voluntary warranty, this is our promise to repair or replace certain Telstra products and services if they are faulty and the fault wasn't caused by you, your misuse or other factors outside of our control. You can find details of our voluntary warranties in the relevant section of Our Customer Terms.

Our voluntary warranty and its benefits are in addition to any legal rights you may have (such as a consumer guarantee under the Australian Consumer Law).

Consumer guarantee

If you are a consumer under the Australian Consumer Law, our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

Sometimes you can ask us to pay you back for your reasonable costs in making a warranty claim (for example, the size of the product means that it can't be returned without significant cost). If you can't find this information in Our Customer Terms, please call the relevant hotline number below. You may not be able to claim some or all of your costs and in these cases you are responsible for these.

Making a warranty claim

If you have a faulty product or service and it is covered by a voluntary warranty, you should call the number listed in the relevant section of Our Customer Terms. If you can't find the number, then please call the relevant hotline number below.

Please make sure you save any data on your device before you send it to us. This is because some or all of your stored data may be lost while we try to repair your device or if it is replaced.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Hotline Numbers

Personal customer	132200
Small Business customer	132000
Enterprise and Government customers	1800 730 063

Our Details

Telstra Corporation Limited (ABN 33 051 775 556)
 Business address: 242 Exhibition Street, Melbourne VIC 3132
 Phone number: 1300 368 387
 Email address: customerfeedback@team.telstra.com

Please note that the contact details above are not product return or service contact details. In relation to any faulty product/service queries, please call the Hotline Numbers or visit your place of purchase