

Replacement Modem FAQs

What is a Replacement modem?

A replacement modem will be used to determine if the existing modem is faulty. The modem is pre-configured and is plug and play for NBN, WBB and ADSL service. The retail cost of the modem + postage will be added to your account and will appear on your next invoice.

The replacement modem to be sent out will be of the same brand and model as the original modem, except for Netcomm.

How long is my warranty period?

For hardware purchased outright, the warranty validity is as follows:

- **TP-Link VX230V Modem:** 2 years
- **TP-Link VR2100V Modem:** 3 years
- **TP-Link VR400 Modem:** 3 years
- **Huawei B628 Modem:** 1 year
- **Grandstream Phones:** 1 year

All warranties commence from the date of purchase.

What makes my modem ineligible for a warranty replacement?

Conditions that disqualify your modem from warranty replacement include,

but are not limited to:

- Abnormal use, accidents, improper installation, misuse, and external factors such as, but not limited to, natural disasters (e.g. lightning, flood, earthquake, etc.), water damage, extreme thermal or environmental conditions;
- Damage from software issues, viruses, or unauthorized alterations.
- Unauthorized tampering with the product barcode.
- Obvious physical damage.
- Normal wear and tear that doesn't affect standard use.
- Defects from transportation during return.
- Defects known before purchase.
- Any defects unrelated to workmanship or product quality.

Within Warranty: What to expect?

To reverse the cost of the modem replacement, the defective modem (if the issue was resolved) should be returned to SpinTel using the Registered post within 30 days.

Return Address

Attention: SpinTel Hardware Returns
Level 6, 50 York Street
SYDNEY 2000 NSW Australia

Failure to return the hardware within 30 days, the modem + postage fee will appear as a valid charge on your invoice.

Outside Warranty or BYO modems, what to do?

To help you isolate the issue, we can send a loan modem for testing purposes.

If testing confirms that the existing hardware is functioning properly, you must return the loan modem in the same condition it was received (with all cables, power supply and the **original packaging**) and only the shipping fee will be charged.

What will happen if I keep the loan modem?

If the loan modem resolves the issue or you decide to keep it, the modem cost will automatically be added to your next bill.

The same applies if you don't return the modem within 30 days — the modem charge will be added to your bill, and you may keep the modem.

How long does it take for the Replacement modem to arrive?

For NBN service, expect the modem to arrive within 1-2 business days from the date the order is placed. If you have a WBB service, the modem is expected to be delivered within 2-7 business days from the date the order is placed.

A courtesy email will be sent to keep you posted along with the tracking

details. Once available, you may visit the [StarTrack website](#) to trace the delivery or through the [TOLL website](#) (if you have a toll tracking number as below) and enter the shipment number indicated.

This is a courtesy email to let you know that your hardware has been shipped.

Delivery Address:

Tracking Number: [Dispatched - TOLLIPEC PRIORITY](#) **1234567891011**



Online URL:

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