

MODEM WARRANTY FAQ'S

MY MODEM SUPPLIED BY MOTION TELECOM IS FAULTY, HOW DO I FIX IT UNDER WARRANTY?

All modems supplied by Motion Telecom come with a 12-Month Replacement Warranty. And 24-Month Repair Warranty with [D-Link](#).

WILL I BE GIVEN A NEW MODEM, OR A REFURBISHED MODEL? (WITHIN 12-MONTHS).

If your modem is faulty within 12-months of purchase you will need to call our customer service team on 1300 133 399.

Our customer service team will troubleshoot to make sure the supplied modem isn't faulty. However if it is deemed faulty you will need to send the current modem back to Motion Telecom:

Motion Telecom Address

Motion Telecom Pty. Ltd.
PO Box 6170 North Sydney, NSW 2058

*Note: It's advisable to send this by registered mail, so it can be tracked.
Motion Telecom is not responsible for lost modems.*

Once the faulty modem is received our technicians will inspect to confirm there is no damage.

Our customer service team will then contact you to order a new modem, confirming the postal address and expected delivery time frame.

MODEM WARRANTY (AFTER 12-MONTHS)?

If your modem is faulty after 12-months but still within 36 months of purchase you will need to call our customer service team on 1300 133 399.

Our customer service team will troubleshoot to make sure the supplied modem isn't faulty. However if it is deemed faulty you will be directed to call [D-Link](#) Support on 1300 766 868.

The D Link Technical Support team will complete troubleshooting steps to resolve issues, however if it's deemed faulty the following will be suggested:

1. The D Link Technical Support team will request the serial number of your modem.
2. A Return Authority (RA) number will be provided by [D-Link](#) and a location of where the modem can be left for inspection and repair by their technical team will be provided.
3. The [D-Link](#) team will contact you when updates to the modem repair status are received.