

## Warranty, OBF and Repair Procedures:

For any warranty, OBF or repair queries, the **initial contact** is with us (**INSRAP Pty Ltd**). We will either **arrange collection** of the device or provide information regarding the **relevant warranty repair centre** that will furnish an **assessment report**.

### Important Notice:

Please **do not** take the faulty device to any repair centres unless **authorised** to do so by your **INSRAP Replacement agent**. This will ensure that our **supplier** honours the agreement for any replacement or repairs done to the faulty unit.

Sending a faulty device to a repair centre without consulting a **Replacement agent** may result in the **client** being **liable** for any **repair fees**.

### OBF:

An Out of Box failure (**OBF**) is defined as a new handset that is found to be technically faulty within seven days from the date of delivery.

### Requirements for an OBF:

Items must be returned within **seven days** from the date of delivery and **all** the **original contents** of the box (handset, original battery, original charger, antenna, manual and any other accessories) must be complete and packaging intact and in good condition. Failure to do so may void the OBF Warranty.

All handsets must be **assessed by a technician** for any faults reported by the client prior to being exchanged and the item will only be exchanged with the same make and model as was originally issued. Devices that are faulty due to **software issues** will **not** be deemed as an **OBF**, as the issue can be resolved by way of software upgrade.

### Important Notice:

**Physical damage** and **liquid damage**, or any sign of neglect or abuse (including seemingly trivial marks or scratches), may result in the OBF claim being rejected. The warranty from date of delivery or collection lies with the **relevant handset/unit suppliers** for the duration of the warranty period and you are advised to refer to the handset manufacture guide for additional information.

### Important Notice:

**Physical damage** and **liquid damage**, or any sign of neglect or abuse **voids** the warranty. All warranty and OBF handsets will be collected within a **24 - 48hr period**.

- OBF Assessments of devices will take up to 7 working days **from date of delivery to the relevant Insrap supplier** to determine any fault on the device.
- The OBF Assessment Report will determine if the supplier should exchange or repair the faulty device under warranty
- Repairs and Warranty Assessments can take up to 21 working days to resolve