

## Modem/Router Service Policy

When you click to make a purchase with us legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms & conditions. You must not make any purchase through this site unless you understand and agree all our terms and conditions. Once payment is made for the purchase, it is deemed that you have read and understood the terms and conditions for such purchase. If you have any queries, please contact us before making any purchase for any service through this website. Our 12-hour, 5 day a week support number is 010 023 2617.

Please ensure that you purchase the correct modem/router for your connection type, e.g. ADSL, VDSL, Fibre and Mobile. A modem/router is required to utilize our services and is not included with the data product purchased unless otherwise stated.

Buzz Dot Net has a 7-business day return policy. Units returned must be returned as shipped (i.e. same cosmetic condition and all shipped packaging, parts and accessories included) to be eligible for refund or exchange. If the modem is returned within 7 days, it will be refunded or replaced with a new unit.

Buzz Dot Net will not arrange collection of units for exchange or return (or cover related costs). The client will be responsible for arranging for the unit to be delivered to Buzz Dot Net. This will in no way impact the continued warranty provisions and only relates to courier charges and logistics.

All modems carry a 12-month warranty. If outside of the 7 days return window, faulty modems can be returned to Buzz Dot Net for testing. Should the modem be found to be faulty it will either be replaced with a re-furnished unit or sent to the manufacturers for repairs and returned to the client upon completion. The warranty and returns policy do not cover any damage deemed to have been caused by the client's misuse or mistreatment of the product (including damage due to improper return shipping of the product for exchange or return).

The manufacturer's Warranty will be voided by the improper use or abuse of the product, using the incorrect power supply, use of unapproved accessories or modifications, lighting and power surges and water damage. Buzz Dot Net will not be liable to repair or replace any such devices, and no further correspondence will be entered into once the device is deemed to be out of warranty.

Failure to abide by Buzz Dot Net' policy can result in deductions to the claimed refund or rejection of claims for refund or exchange.



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