

cellcard AO WiFi 5G – 5G Modem Warranty Policy

This warranty applies to any cellcard AO WiFi 5G CPE (modem) supplied by cellcard. It sets out what is covered, for how long, and how to make a claim, and it applies at all sales points.

Warranty summary

Item	Terms
Warranty period	3 months
Warranty starts date	From the date of activation
Coverage	Manufacturing defects and hardware failure under normal use.
Remedy	Repair, or replacement with a CPE of equivalent or comparable specification, at cellcard's discretion.
Replacement unit	Refurbished or new, at cellcard's discretion.
Fault assessment	cellcard will inspect the returned device to confirm the fault is covered before any replacement is provided.
Shipping / handling	Free when the fault is covered by this warranty.
Accessories	Not covered.

What is not covered

Item	Status
Cosmetic damage	Excluded
Customer misuse	Excluded
Use with a non-supplied cable or accessory	Excluded
Liquid or physical damage	Excluded
Power surge or lightning	Excluded
Unauthorized repair or modification	Excluded
Lost or stolen CPE	Not covered

How to make a claim

- **Where:** Bring the CPE to any cellcard store within the 3-month warranty period.
- **What to bring:** Proof of activation or purchase (receipt, or the SIM/MSISDN and device IMEI) so the warranty start date can be confirmed.
- **Assessment:** Store staff will inspect the device. If it is working normally, this will be explained and the CPE returned to you.

- **If covered:** If the fault is covered and within the warranty period, a replacement CPE of equivalent or comparable specification is provided, typically during the same visit where stock is available. The faulty unit is retained by cellcard on exchange.
 - **If not covered:** If the warranty period has expired, or the cause falls under the exclusions above, a replacement cannot be provided under this warranty.
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For sales points

The following applies to all sales points selling cellcard AO WiFi 5G CPE. Please read and apply these points at the point of sale.

- Explain the 3-month warranty and the exclusions to every customer at the time of sale.
- Advise customers to keep their proof of purchase or activation, as it confirms the warranty start date.
- Direct any customer with a faulty CPE to the nearest cellcard store for assessment. Warranty claims and replacements are handled by cellcard stores.
- Do not promise repair, replacement, refund, or timelines beyond the terms in this policy.

Notes

- This warranty covers the CPE device only. It does not affect cellcard AO WiFi 5G subscription or data plan.
- cellcard may update these terms from time to time. The version published on the cellcard website applies.