

# Modem Refund Policy

## Overview

As modems are ordered from the manufacturer at the time of a customer's purchase, we ensure that all modems are ordered brand new from our manufacturers so as much as possible, we do not accept any returns and refund requests except for the following circumstances:

- Upon installation, NBN has deemed that the address is not serviceable and Tangerine Telecom could not provide an interim solution.

**Sample Scenario:**

*You have signed up for an NBN Fixed wireless, however during installation, NBN advises that your location is not serviceable at that time.*

- During the ordering process, it has been identified that the service may not be connected for over 3 months onwards and customer could not wait.

**Sample Scenario:**

*During your NBN appointment, NBN advises that a Planned remediation date is set as an issue is identified with the delivery of the service. The planned remediation date is over 3 months from today's date).*

## What is not qualified for a refund?

- **Buyer's remorse** - simply changed your mind, found it cheaper somewhere else.
- **Delays with the NBN connection and decided to change providers** – As the service provider do not have control over the installation schedules by NBN, we cannot offer refund for the cost of the modem. As the modems are not locked, you may use it with other service providers.
- **Decided to get another model and would like to swap the first modem purchased** – Modem swap to another model is not allowed unless the modem has not dispatched yet and has not been sent out yet. If you would like to get the other modem with another model, you may need to make a new purchase and you will end up having 2 modems.
- **Cancelling the service within the 14-day risk free trial** – As stated on our [14-day Risk free trial terms and conditions](#), effective April 1, 2020 we stopped issuing refunds for modems purchased along with the plan. Exception stated above are still considered.
- **NBN delays with installation wherein the delay attributes to the customer's premise not being completely ready for connection** – sample scenario is when NBN could not proceed with the installation because the required in-home cabling has not been arranged by the customer yet and the customer changed their mind and cancelled.

## How to request for a refund?

If your scenario falls on the criteria stated above, you may reach out to our team to request for a refund.

You may contact our team through the channels below:



[Lodge a ticket](#)



[Send us an email](#)



Call us at **1800 211 112**

### Return Address:

Tangerine Telecom Pty Ltd  
Level 6, 132-136 Albert Road,  
South Melbourne, VIC, 3205

*Please label your modem with your  
Account number for easier identification.*

## Important Reminder

- Response time for lodging a ticket and sending an email is within 3-5 business days. As requests are subject for review, please allow us time to process your request. Once approved, we will contact you via email and from then, you will receive the refund back to the card used during sign up within 3-5 business days.
- Modem refunds will only be processed upon the receipt of the modem. Modems must be received in its complete and working condition. It must be returned along with the box and the accessories that came along with it. Received packages with incomplete components may result to deductions on the refund amount.
- Modem shipping fee is shouldered by the customer. Please save the receipt of the postage just in case we need to track the modem in the future.
- If you wish to follow up on the status of the refund, we suggest that you may do so if it is past the prescribed timeframe above. Rest assured that we process requests accordingly and we will be in touch for updates.
- There are instances that the refund takes longer than normal, this may be depending on the clearing time of your issuing bank. If we have provided a confirmation that the refund has been processed but you have not received it yet, please check with your bank as well before calling us.