

AMTA information for consumers on handset warranties

The mobile telecommunications industry is keen for mobile users to have a positive experience when using their products and services. Unfortunately, however, problems do occasionally arise. The Australian Mobile Telecommunication Association (AMTA) provides the following advice for consumers who believe they may have a faulty mobile phone handset.



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1. If you are unsure whether the problems you are having relate to the product being faulty or whether they might be resolved with a bit of technical support (changing the phone's settings, for example), you may wish to begin by calling the handset manufacturer's customer support number and exploring the problem with them. Alternatively, the retailer at the place of purchase may be able to assist, or, for issues directly associated with your phone service, your mobile operator or carrier. This might also be a good opportunity to learn about some of your phone's many features!
2. If your problems relate to a suspected faulty handset, and the product is still within warranty, you may choose to either:
 - a. return to the point of purchase and ask the retailer to assist you; or
 - b. contact the handset manufacturer directly.

If you choose to deal directly with the manufacturer, consult their website or ring their customer care number to find out where their nearest customer care centre or accredited repair agents is. If you choose to deal with the retailer, they will contact the manufacturer on your behalf.

3. Mobile phone handsets are supplied with a manufacturer's warranty – usually 12 months from the date of purchase. You will need to provide your sales receipt to the retailer or manufacturer as proof of purchase.

The manufacturer or their accredited agent will assess the phone and recommend a course of action.

4. Phones found to be defective that are within warranty will be repaired free of charge. Note that the warranty becomes void if the fault is found to be because of customer misuse – physical or liquid damage, or internal damage because of software tampering or by the use of unauthorised/fake accessories. Warranty terms will be clearly set out in information received with your phone. Product purchased overseas will also not be covered for use in Australia.
5. For phones out of, or not covered by warranty, the same process applies but charges will apply. Ask for a written service quotation before agreeing to the work.
6. The retailer or manufacturer will endeavour to return the phone to you as soon as possible, but repair times can vary. If you choose to take the handset directly to the manufacturer's service centre, it may be possible for it to be repaired 'while you wait', and a high percentage of phones are fixed within 48 hours. It may take a little longer if the handset has to be posted to a repair centre. You may also be able to track the status of your handset repair online.
7. Retailers, manufacturers and operators are not required to loan you a handset while yours is being repaired, but many will provide equipment on request, if it is available. A security deposit may be required.