

30 Day Network Satisfaction Guarantee

These terms and conditions are only for personal accounts and business accounts up to 9 connections. For eligibility criteria and terms for business accounts with ten or more connections - call [135 888](tel:135888) for details.

It's available to you if you're a new Vodafone customer, approved for a postpaid plan only, and it doesn't count for upgrades or rate plan changes. To make a claim, you can give us a call on or 1555 (if you are calling from a Vodafone device) or 1300 551 198 (if you are calling from a non-Vodafone device). You'll need to return your new device(s), with all its original packaging and accessories within 10 business days of making the claim. We will discuss a return process that works for you when you contact us. You have to be sure that the device is undamaged and as it was when you took it out of the box. You'll also need your proof of purchase (receipt).

You will only have to pay for excess usage charges, or charges for services that aren't included in your plan (for example, roaming, international calls or calls to premium numbers) or if applicable a New Development Fee or other charges for call outs when there is a missed appointment or where no fault is found by nbn™, that you have incurred up to the date the cancellation is finalised (if you are a 12 and 24 month plan customer) or on the final day of your first billing cycle (if you are a SIM only month to month plan customer). If you are a 12 or 24 month plan customer, it is considered finalised on the date you return everything, in original condition, to a participating network guarantee store, unless you are transferring your number or nbn™ service to another carrier - in that case it will be finalised once everything's returned and your number or nbn™ service has been successfully transferred. Under this guarantee, we can't actually refund you for any additional accessories that you've purchased. If you decide you want to keep your device(s), then we'll obviously need you to pay for it - you'll see this on your final bill.

If you purchased a modem outright on a month-to-month mobile broadband or Vodafone nbn™ plan, we'll refund the cost of it when you return it in its original condition. If you're adding a new service to your current Vodafone account, the 30 Day Network Satisfaction Guarantee only applies to the new service and not to existing services on the account - unless, of course, they are less than 30 days young themselves and also eligible.

If there are any credits on your account that have been given to you by Vodafone, they won't be refunded, exchanged or redeemable for cash when you claim.

Where you have an individual plan, the 30 Day Network Satisfaction Guarantee applies to a maximum of one mobile, one mobile broadband and one Vodafone nbn™ claim per person per year. Where you have multiple shared plans, the 30 Day Network Satisfaction Guarantee applies to a maximum of one claim per plan on up to 10 claims per account, per person per year.

None of this will affect any other rights or remedies you may have under the Competition and Consumer Act 2010 (Cth). Vodafone Pty Limited ABN 76062954554