



This product has **LIFETIME PARTS WARRANTY** while on a Ness SIM Plan*

The warranty covers you against manufacturing faults, broken LCD screen or other hardware faults.

Easy Claims: In the event of a suspected fault simply contact Ness Tech Support. The team can typically diagnose issues over the phone and if a hardware fault is confirmed a replacement dialler will be sent to you.

Simple exclusions: Of course we can't cover against network outages, poor 4G coverage or faults caused by the carrier's changes to the network.

*Lifetime parts warranty applies to Ness 106-490NS & K-106-490S 4G dialler.

The warranty is valid for new products sold from December 2024 onwards.

Eligibility: The customer must maintain an active Ness trade or retail SIM plan and the account must not be in dispute or in arrears. **Exclusions:** Network-related faults are not covered. Labour costs are not covered. The warranty does not apply to new SIM plans purchased for previous model diallers.

Damage Exclusions: The warranty does not cover damage caused by intentional or neglectful physical or electrical damage, lightning, storm, or water damage or use of an incorrect power supply. It also excludes coverage for the telephone lead connecting the dialler to any third-party equipment.

If you have been sent a replacement dialler the existing SIM card must be reactivated to the new dialler, please send a request to simactivation@ness.com.au



www.ness.com.au

SIM enquiries: simactivation@ness.com.au

Tech Support: techsupport@ness.com.au or Ph 1300 551 991