

## Product Specific Terms and Conditions for Mercusys Mesh Wi-Fi Systems

1. Mercusys Mesh Devices includes a standard 12-month limited warranty against manufacturing defects and faults.
2. In the event of a faulty device, the customer can contact the following support channels:
  - a. Telkom at [TelkomSmart@telkom.co.za](mailto:TelkomSmart@telkom.co.za)
  - b. TP-Link at Phone: 010 590 6147 or [support.sa@tp-link.com](mailto:support.sa@tp-link.com)
  - c. SMD at [Returns@SMDTechnologies.com](mailto>Returns@SMDTechnologies.com)
3. The faulty device will be collected from the customer's provided address at no additional cost. Once the device has been assessed and deemed eligible for replacement by Mercusys or its authorised service partner, the customer will receive tracking information for the replacement device.
4. The device warranty does not cover:
  - a. Failure of the device due to excessive wear and tear beyond what is considered reasonable.
  - b. Devices that have been misused, improperly handled, or neglected.
  - c. Devices damaged accidentally or as a result of Force Majeure (unforeseeable circumstances beyond reasonable control).
  - d. Instances where the device has been used, installed, or operated contrary to the operating and maintenance instructions provided in the user manual.
5. Customers must report any Out of Box Failure (OBF), such as but not limited to defective devices or missing parts, through one of the designated support channels:
  - a. Telkom at [TelkomSmart@telkom.co.za](mailto:TelkomSmart@telkom.co.za)
  - b. TP-Link at Phone: 010 590 6147 or [support.sa@tp-link.com](mailto:support.sa@tp-link.com)
  - c. SMD at [Returns@SMDTechnologies.com](mailto>Returns@SMDTechnologies.com)

6. Mercusys or its authorised service provider will arrange collection of the faulty device from the customer's supplied address.
7. Once the device has been evaluated and approved for replacement, the customer will receive tracking information for the replacement unit.
8. Faulty or OBF devices must not be returned to Telkom stores, as these returns will not be accepted.
9. If the associated Fibre service is cancelled before the end of the contract term, the customer will remain responsible for the outstanding balance of the device cost.