

## ONE-Month Risk FREE Guarantee

---

### Terms and Conditions

One-Month risk-free guarantee means that if you are not completely satisfied with your nbn™ service during the first month of connection, we will provide a full refund of your plan fee.

To initiate a full refund during the One-Month trial period, you are required to let us know by contacting our support team via phone on (03) 8400 5212.

Please ensure that you do so within one month from the day your service get activated

NB: Your billing cycle date is Calendar Month and will be prorated for First Invoice from the day you get connected till the end of that Month and following Month Line Rental

- One-Month risk-free guarantee refunds will only include any applicable pre-paid nbn™ plan and Router fee made during the sign-up process.
- The refund excludes any nbn™ New Development Fee charge or nbn™ New Copper Pair charge and any Labor Charge. These are charges passed through from nbn™ and can't be refunded;
- Refunds will be made to the original bank account used during the sign-up process only. Refunds cannot be substituted by cash or refunded using any other payment method;
- The One-Month risk-free guarantee time will commence within 1 Month from and including the day after getting your service connected.  
NB: Goods should be packed in the original packing with the accessories if sending back to AQUA Mobile. **Please note that this is NOT 1 month after you plug in the modem.** Refund requests received after 1 month from activation (on or after your subsequent bill cycle date) will not be processed under any circumstances;
- The One-Month risk-free guarantee is only applicable to new nbn™ customers connecting for the first time. Previously connected services are not eligible for this offer;
- The One-Month risk-free guarantee does not apply to any mobile services plan;
- This offer is subject to change without notice and this promotion can cease at any time.

**AQUA MARKETING PTY LTD**

**ABN** 23 637 201 711 | PO Box 260, Epping, VIC 3076

**P** (03) 8400 5212 | **F** (03) 9021 8910 | **E** [support@aquamobile.net.au](mailto:support@aquamobile.net.au) | **W** [www.aquamobile.net.au](http://www.aquamobile.net.au)