

Router Assurance - Terms & Conditions

Please see the following Router Assurance terms and conditions below:

1. A maximum of 4 devices per annum will be replaced.
2. This is not an on-site replacement – if an engineer is required additional charges will apply:
3. Should the original make and model not be available we will supply a similar specification.
4. Damage caused by the user is not covered.
5. Our programming includes only basic configuration; any complex set up will need to be carried out by your IT professional.
6. Routers carrying our voice services such as assured or converged are not covered by this agreement.
7. Temporary outages caused by a software upgrade are not included assuming the existing router resumes normal service.
8. We can only guarantee next day delivery if the router fault is confirmed by 12pm.