

G31 Trade-In Program Terms and Conditions

1. Eligibility

- 1.1 This trade-in program is open to Australian residents aged 18 and over who are either dealers or retail customers.
- 1.2 To participate, customers must purchase a new Nextivity CEL-FI GO G41, G51, R41, or C41 using a designated Trade-In SKU. These SKUs will be clearly identified on the Powertec website and marketing materials.
- 1.3 Any G31 unit purchased within Australia, regardless of the original source, can be returned for trade-in, excluding units purchased outside of Australia.
- 1.4 Multiple G31 units can be returned, but an equal or greater number of new devices must be purchased. Only one trade-in unit is accepted per new device purchase.

2. Trade-In Value

- 2.1 Customers will receive a \$250 AUD (including GST) credit for each functional G31 unit that passes the Powertec functionality test. The GST component will be added to the final transaction price of the new device.
- 2.2 G31 units that fail the test due to: * Physical damage (cracks, dents, significant cosmetic issues) * Water damage * Missing components * Unauthorized modifications (antenna changes, software alterations, etc.) will not be eligible for credit and will be returned to the customer at their own expense.
- 2.3 The \$250 credit (including GST) will be applied towards the purchase of the new Nextivity CEL-FI device.
- 2.4 For dealers, the credit will be issued as an account credit.
- 2.5 For retail customers, the credit will be refunded to the original payment method used for the new unit purchase. Refunds may take up to 5 business days to process.

3. Return Process

- 3.1 Customers must lodge a return support ticket through Powertec Support and select "Trade In/Trade Up." Tickets must be submitted within 30 days of receiving the new device.
- 3.2 The ticket must include the serial numbers of all G31 units being returned.
- 3.3 For verification purposes, a clear photograph of the owner's valid Australian driver's license must be uploaded with the ticket.
- 3.4 Powertec will send a pre-paid return postage bag with the new device order.
- 3.5 Customers must use the provided bag to ship the G31 unit back to Powertec within 14 days of receiving the return label. Units not returned within this timeframe will be ineligible for the trade-in credit.

4. G31 Condition

- 4.1 General wear and tear (minor scratches, scuffs) is acceptable. Heavy damage, cracks, dents, significant cosmetic issues, or missing components will render the unit ineligible for credit.
- 4.2 The final decision on whether a G31 unit is eligible for credit or refurbishment will be made by the Powertec tech support team. Their decision is final and binding.

4.3 Returning the power supply with the G31 is highly recommended but not mandatory. However, the credit amount may be reduced for missing accessories.

5. 5. Second-Hand G31 Units

5.1 Powertec reserves the right to refurbish and resell eligible G31 units in accordance with the *Second-Hand Dealers and Pawnbrokers Act 2003 (SHPA)*.

5.2 Refurbished G31 Units:

- 5.2.1 All returned G31 units will undergo a rigorous refurbishment process to ensure optimal functionality and safety before resale. This process includes:
- 5.2.2 Thorough cleaning and inspection for any cosmetic or physical damage.
- 5.2.3 Functionality testing to verify proper operation of all features.
- 5.2.4 Safety checks to comply with relevant Australian standards.

6. Refurbished units Warranty

6.1 Refurbished G31 units will come with a warranty covering any manufacturing defects. For full details on the warranty terms and conditions, please refer to the product information provided with the refurbished unit.

7. Partner Program

7.1 Partner Program discounts and rebates are applicable to Trade-In SKUs. Partner Program terms and conditions apply.

7.2 The purchase price for Partner Program customers will align with their standard rates.

8. Disclaimer

8.1 Powertec reserves the right to modify or terminate this trade-in program at any time without prior notice.

8.2 This program is governed by the laws of Australia. All disputes arising from this program shall be subject to the exclusive jurisdiction of the courts of Australia.

9. Data Privacy

9.1 Powertec is committed to protecting your privacy. We collect certain information from customers participating in the G31 Trade-In Program, including:

- 9.1.1 Name
- 9.1.2 Address
- 9.1.3 Contact details (phone number, email)
- 9.1.4 Identification details (driver's license)
- 9.1.5 Serial numbers of G31 units being returned

9.2 This information is used solely for program administration, verification purposes, and record-keeping in compliance with the SHPA. We will not share your personal information with any third-party except as required by law or for program administration purposes.

9.3 For more information on how we manage your data, please refer to our Privacy Policy available on the Powertec website.

10. Dispute Resolution

10.1 In the event of a dispute arising from this program, Powertec encourages customers to contact us directly to seek an amicable resolution. If a formal dispute remains unresolved, you may choose to pursue it through:

10.2 Internal Dispute Resolution Scheme - Powertec has an internal dispute resolution scheme designed to address customer concerns fairly and efficiently. You can initiate this process by contacting Powertec Customer Support.

10.3 Both parties agree to attempt mediation before pursuing any other form of legal action.

11. Warranty

11.1 New Nextivity CEL-FI devices come with a standard warranty as outlined in the product manual.