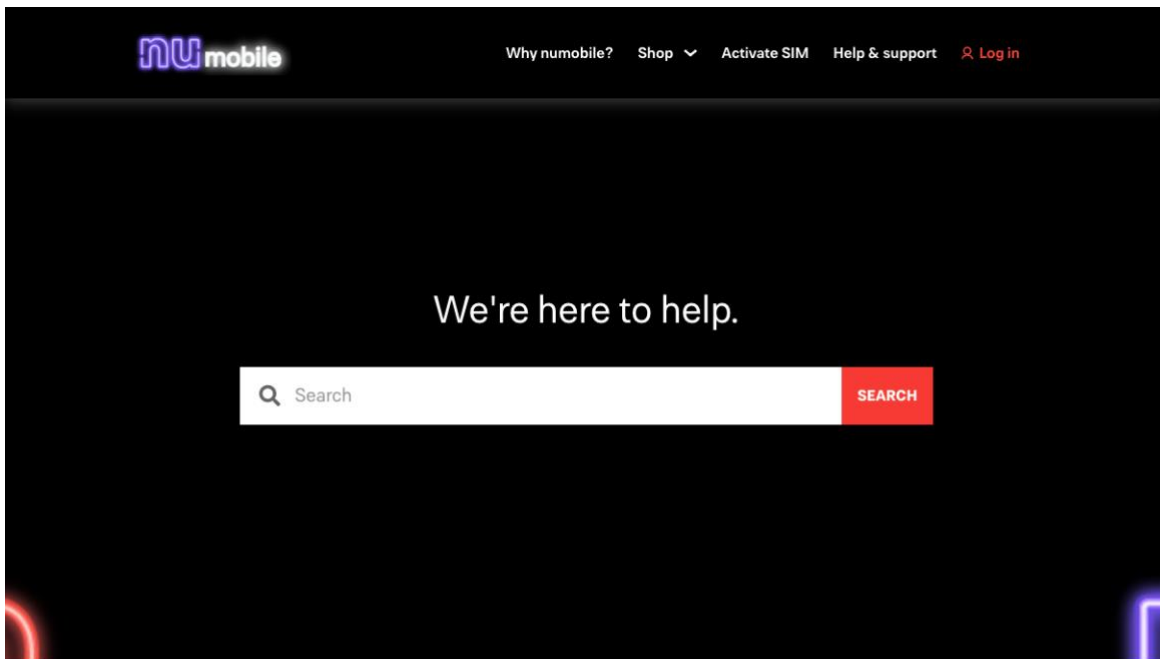
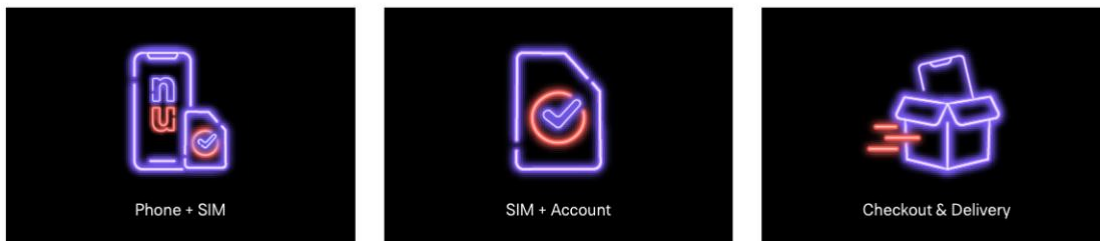


Archived FAQ's as at 1 June 2022.

The below FAQs relate to our phone instalment plan that was discontinued on 1 June 2022. numobile's Mobile Device Terms relating to our instalment plan can be found [here](#).



Need an answer quickly? Check out our FAQ's



Trending topics

Am I eligible to return or swap my phone at anytime?
If you are one of our very first customers and ...

What is the 12-month device warranty?
Every nucertified phone comes with our 12-month...

How does data banking work?
Your unused data is yours to keep in your data ...

Still have a question? We're here to help.

Our Sydney based customer service team is available from 8am – 6pm Sydney time, Monday to Friday (excluding public holidays).

Want to get in touch with us quickly?

The quickest way is via live chat – we'll usually respond to your question within a minute. Most of your questions can be answered via chat, so please click on the "chat" button below.

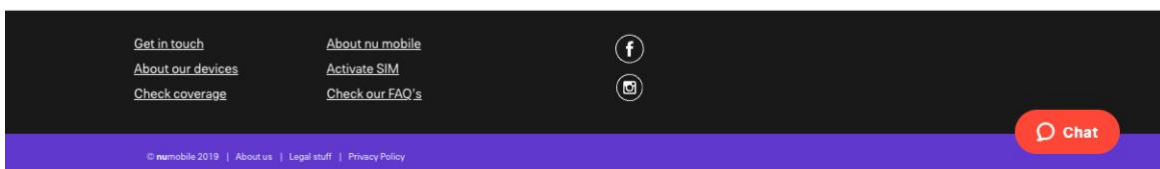
If your question isn't too urgent, please [email us](#) and we'll get back to you within a couple of hours.

Have a question outside of those hours?

[Email us](#) and we will get in touch the following day if it's during the week or on Monday if it is over the weekend.

Prefer chatting over the phone?

You can leave us a voice mail on 1800 951 384 and we'll get back to you as soon as we can.



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Phone + SIM

- ★ 1. [Am I eligible to return or swap my phone at anytime?](#)
- ★ 2. [What is the 12-month device warranty?](#)
3. [What does "good as nu" and "pretty good" mean?](#)
4. [What if I'm having trouble verifying my SIM while activating?](#)
5. [Can I add another SIM to my existing account?](#)
6. [Can I purchase a SIM card in stores?](#)
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22. [How do "nu" phones compare to a new phone?](#)
23. [Are your handset's locked?](#)
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26. [What's the best plan for me?](#)

Archived FAQ's as at 1 June 2022.

The below FAQs relate to our phone instalment plan that was discontinued on 1 June 2022. numobile's Mobile Device Terms relating to our instalment plan can be found [here](#).

Am I eligible to return or swap my phone at anytime?

If you are one of our very first customers and purchased your phone on an installment plan before 19 May 2020, you may be entitled to return or swap your phone while it is still on the installment plan. Please contact our customer support team to confirm if you are entitled to return or swap your phone.

How it works

If our customer service team confirms that you are entitled to return or swap your phone at anytime while it is still on the installment plan, we can offer you the below buyback price for your returned phone, depending on the condition it's returned in.

And if your phone is in good condition, you'll have nothing left to pay (how good is that!).

	Determine the condition of your phone by answering 3 simple questions			Determine whether you'll have anything left to pay	
	Working order	Unlocked	Physical condition	Buyback price	What's left to pay
Good condition	✓	✓	✓	100% of your outstanding phone balance	No more to pay
Fair condition	✓	✓	✗	80% of your outstanding phone balance	20% of your outstanding phone balance
Poor condition	✓	✗	✓	60% of your outstanding phone balance	40% of your outstanding phone balance
	✗	✗	✓		

Next steps

Provided you're up-to-date with your payments, you can ask to "return or swap at anytime" your phone anytime (by calling our customer service team on 1800 951 384). They will explain the process in detail and help you kick off the "return or swap at anytime" process.

You can help us by providing our team with as much information as possible (including photos and/or videos of the condition of your phone) before you return your phone to us. Our customer service team will give you instructions. Am I eligible for return or swap? If you are one of our very first customers and purchased your phone on an installment plan before 19 May 2020, you may be entitled to return or swap your phone while it is still on the installment plan. Please contact our customer support team to confirm if you are entitled to return or swap your phone.

To be eligible for a "swap" you must at that time be an Australian citizen, permanent resident, or have a valid VISA with at least 25 months remaining.

Customers that have signed up after 19 May 2020 or that have purchased a phone outright are still eligible for our 30-day Swap or Return option.

How can I change my plan? You can change your plan (up or down) every month in the 'plan and add-ons' section of your account. If you've selected a new plan, it will start on your next plan renewal date (provided you've made the change by 8pm (Sydney time) on the night before that renewal date, otherwise it will start on the renewal date after that).

Please keep in mind that your unused data is yours to keep in your data bank for as long as you stay on your current plan or change up to a bigger one. If you change your plan down to a smaller one, your data bank will reset, and you will lose any of the data you had banked so far.

If you do change down to a smaller plan, don't worry, you can start banking any unused data from then on.

What if my device is under warranty? Every nucertified phone comes with our 12-month Device Warranty. So if your phone fails (unless the failure is due to damage caused by you, another person or by accident) to meet our nucertified standards during that period, we'll arrange for the phone to be repaired or replaced (at our election)

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The below FAQs relate to our phone instalment plan that was discontinued on 1 June 2022. numobile's Mobile Device Terms relating to our instalment plan can be found [here](#).

at no additional cost. The terms and information about our 12-month device warranty can be found in our Mobile Devices Terms.

Our nucertified phones come with guarantees that cannot be excluded under the Australian Consumer Law. You're entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You're also entitled to have your phone repaired or replaced if your phone fails to be of acceptable quality and the failure does not amount to a major failure. More information can be found in our Mobile Device Terms including how to make a claim and liability for shipping costs.

What do I do if my phone arrives damaged or faulty? Find out what to do [here](#).

[< Back to Phone + SIM Questions](#)

What is the 12-month device warranty?

Every nucertified phone comes with our 12-month Device Warranty. So if your phone fails (unless the failure is due to damage caused by you, another person or by accident) to meet our nucertified standards during that period, we'll arrange for the phone to be repaired or replaced (at our election) at no additional cost. The terms and information about our 12-month device warranty can be found in our Mobile Devices Terms.

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Please check the table below to see if you are eligible to make a claim under our 12-month Device Warranty.

	Our nucertified standard	Warranty eligibility
Looks good as nu		
Screen	<ul style="list-style-type: none">✓ no visible scratches✓ no chips or cracks	<ul style="list-style-type: none">✓ eligible if damaged on arrival. Claims should be made within 3 days of receiving the phone. if you do not provide all information requested or submit your claim more than 3 days from receiving the phone, nu mobile may not be able to confirm that the phone was damaged before you received it and may not be able to refund you in full. <ul style="list-style-type: none">✗ not eligible for 12-month device warranty. This does not affect your rights under the Australian Consumer Law
Housing	<ul style="list-style-type: none">✓ little to no visible marks✓ no chips or cracks	
Cleaning	<ul style="list-style-type: none">✓ thoroughly cleaned	
Works good as nu		
Connectivity	<ul style="list-style-type: none">✓ Bluetooth, Wi-Fi, USB connection and GPS work properly✓ Phone can connect to mobile network	<ul style="list-style-type: none">✓ eligible if phone fails (unless the the failure is due to damage caused by you, another person or by accident) to meet our nucertified standards. <ul style="list-style-type: none">✗ not eligible if phone is returned with;<ul style="list-style-type: none">• non-original parts,• excessive physical damage,• water damage,• activation and device locking features (e.g. find my iPhone on IOS) are still enabled. <p>Note: 12-month device warranty covers a battery that fails from a defect in manufacturing, but it doesn't cover batteries that wear out from normal use.</p> This does not affect your rights under the Australian Consumer Law
Functionality	<ul style="list-style-type: none">✓ All buttons and touchscreen work properly✓ Microphone, speakers and vibration mode work properly	
Camera	<ul style="list-style-type: none">✓ Back and front camera and flash work properly	
Battery	<ul style="list-style-type: none">✓ All nucertified phones have at least 80% of its original battery capacity.	
Security	<ul style="list-style-type: none">✓ Phone is unlocked and data cleansed	

How does it work?

If you would like to make a warranty claim, please get in touch with our customer service team.

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Please note that it will take us up to 5 business days from receiving your phone to test the phone and review your claim. We understand that it may be hard to be without your phone for a couple of days, so please get in touch with our team to help you with some troubleshooting steps as there may be a quick fix for the issue your experiencing.

[< Back to Phone + SIM Questions](#)

What do 'Good as nu' and 'Pretty good' mean?

Quality refurbished phones, tested and nucertified right here in Aus.

We hand-select our nu phones one by one and perform a 51-point test to make sure our nucertified phones work and look the way you expect them to.

When you choose “nu” you can be confident that you'll get a quality refurbished phone that's fully functional*, tested, data-wiped, and cleaned. Check out more about what we test here.

Another important part of our process is to grade the phones based on their good looks and we have two conditions for you to choose from. We have phones that look good as nu, or you can save some extra cash by choosing the phones that look pretty good (and let's be honest, who keeps their phone completely scratch-free anyway?).

We want to find new homes for as many phones as possible, but we want you to know the difference between our grades so you can pick the nu phone that's right for you. You can check out what our grades mean below.

Remember, true beauty comes from within – all our phones are fully functional* and covered by our 12-month phone warranty. If for some reason you change your mind or decide that nu is not for you, you can return your phone within 30 days for a full refund – we'll even cover the shipping.

Good as nu.

These phones look so good you'll find them hard to put down. They've been well looked-after and are often mistaken for being new. The savings (compared to new phones) will have your pockets thanking you for not burning holes in them.

Looks: these phones have no visible marks on the housing and the screen is free from scratches.

Functionality: these phones are fully functional*, tested, and data-wiped.

Pretty good.

Still want an awesome phone but want to save some extra \$? If you don't care about keeping your phone completely scratch-free, then this is your perfect match. They're pretty good and ready for their next owner.

Hot tip – throw on a case and a screen protector to hide most of the scuffs and you're good to go!

Looks: these phones may have some minor visible marks on the housing or the screen.

Functionality: these phones are fully functional*, tested, and data-wiped.

*As of Oct 2020, the average battery capacity of all nu phones is 92%. Min. capacity is 80%.

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Don't take our word for it, see what our customers are saying here.

[< Back to Phone + SIM Questions](#)

What if I'm having trouble verifying my SIM while activating?

If you've followed the steps here and are still having trouble verifying your ID, we might require more information from you before you can activate your service with us.

To help you activate quickly, we recommend reaching out to us via live chat on our website (Monday-Friday, 8am-6pm, Sydney time), or you can drop us a note here and we'll get in touch with you as soon as we can.

[< Back to Phone + SIM Questions](#)

Can I add a phone on my SIM plan?

Yes, adding a nu phone to your service plan is simple!

You need to log into your account and click on 'Add a phone to this SIM plan' in your 'Plans & Add Ons' section. Then choose your nu phone, continue to the checkout process and you're all set.

You'll need to make the first month's phone payment during checkout and the monthly phone payments will then be added to your SIM plan payments. Easy!

How many devices can I add to my account?

You can add up to two devices per account holder.

Do I need to complete a credit check even if I already have a SIM plan?

Yes, a credit check is required to add a phone to your service plan during step two of the checkout process. Please make sure your account details match your ID documentation provided.

[< Back to Phone + SIM Questions](#)

Can I add another SIM to my existing account?

You sure can! To add another service to your existing account, simply log into your account, go to our plan page and proceed to checkout. Logging in before checking out will link the new service to your existing account.

Once you've received your SIM in the mail, here's some information on how to activate your nu SIM.

If you ordered a new number with your SIM on a Phone + SIM bundle, your SIM will automatically activate 7 days from the day it is shipped. If that doesn't work for you, or you have lost or didn't receive your SIM, get in touch with our Aussie-based support team via our website as soon as you can before activation.

How can I manage multiple services on the same account?

You can manage your services in the My Account Portal.

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Can I purchase a SIM card in stores?

Our SIMs are exclusively available online. Once you sign up and check out, your nu SIM will be processed and despatched via express shipping - you'll receive a shipping confirmation with tracking details once it's on its way. Please note that although we will do our best to get your nu SIM to you as soon as possible, delivery times may vary.

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How and when will my SIM be delivered?

Once you sign up and check out, your nu SIM will be processed and despatched via express shipping - you'll receive a shipping confirmation with tracking details once it's on its way. Please note that although we will do our best to get your nu SIM to you as soon as possible, delivery times may vary.

Haven't received your SIM? Get in touch via live chat on our website - our Aussie-based support team is available Monday-Friday, from 8am to 6pm (Sydney time).

[< Back to Phone + SIM Questions](#)

I already have a phone, can I purchase a SIM only?

Already have an awesome phone and want a SIM to match? We have month-to-month SIM plans which means you can change your plan at any time to suit your needs. Check out this page for more information.

[< Back to Phone + SIM Questions](#)

How do I sign up to a SIM only plan?

Simply select the plan that best suits your needs here and continue to checkout to complete your order. We will then send your SIM package to your door with free express shipping.

What will I need for the sign-up process?

- An Australian residential address
- A valid email address
- A valid form of ID
- Your contact details
- Payment method (credit/debit card)
- Can I join nu and keep my number?

Of course! The process to transfer your existing number to nu mobile is easy and when you join, you'll be given the choice to keep your existing number when activating your SIM.

You will also need to have access to the number you are transferring. You can find out more about the process here.

[< Back to Phone + SIM Questions](#)

How does the 30-day return or swap work?

If "nu" is not for you – no worries. You can return or exchange your phone within 30 days of purchase. We'll even pay for the return shipping!

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Here are our conditions for returns within 30 days:

The phone must be returned in its original packaging, with all original accessories, and must be in its original, undamaged condition.

The phone can have no signs of wear from its original condition (this includes scratches and other damage to the screen, housing, and hardware).

If your phone satisfies all conditions above, you can lodge your return [here](#)

What if I received a damaged or faulty phone?

If you believe you received a damaged or faulty phone, please get in touch with us within 3 days of receiving your phone (this does not affect your rights under Australian Consumer Law). Find out what to do [here](#).

[< Back to Phone + SIM Questions](#)

Can I return a phone I purchased outright through your Phone Only store?

If you've purchased a phone from our phone-only store and you don't love it, you can still return it within 30 days of purchase, but please note that the phone needs to be in its original condition and with original packaging and accessories.

To be eligible for a return under our 30-day cooling off period, you need to satisfy the criteria below:

1. Phone is the original one sent to you and in the same condition as you received it, which means the phone:

turns on and off

has no liquid damage

has only original parts

has no physical damage incurred by you (i.e. scratches, cracks, chips or dents).

2. If the phone has been set up, you need to delete all your personal data on the phone.

a. Back-up or transfer any data prior to deletion.

b. Delete all data from the phone (we recommend that you "Erase all content and Restore Factory Settings" (or similar) after step "a").

3. Disable all activation and device locking features. (e.g. Find my iPhone on iOS and Find My Mobile on Samsung).

Please get in touch with our team at shop@numobile.com.au for return instructions and include your order confirmation number in the subject line so we can find your order easily and process your return promptly.

What if my device is under warranty?

Every numocertified phone comes with our 12-month device warranty. If during that period your phone fails (through no fault of yours) to meet our numocertified standards, please get in touch with our customer service team and they will help you with your warranty claim.

What do I do if my phone arrives damaged or faulty? Find out what to do [here](#).

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How do I change my ring time?

If you're finding that your phone is not ringing for long enough or if you're finding that it's ringing for too long, you can shorten or extend the ring time by following the instructions below.

You will need to select the duration that you would like your phone to ring for before it diverts to voicemail.

To change your ring time, enter the following sequence on your phone:

****61*101****(Number of seconds 15, 20, 25, 30) # then press the call/send button.

For example, if you would like to change your ring time to 20 seconds you would enter: ****61*101**20#** then call/send button.

If you have any questions or are running into any issues, please get in touch with our customer service team.

[< Back to Phone + SIM Questions](#)

What's included in the box?

Once our phones have been hand-selected, rigorously tested and cleaned they get packaged up in a brand new box with the following accessories:

Data cable with charge and sync enabled

2.4A AU charger

SIM Ejector

For Apple phones, the data cables have been Apple Certified.

[< Back to Phone + SIM Questions](#)

Do I own the phone?

Yes. You can buy your nu phone now, but repay it interest-free over 24 months (while you're on a plan). Once you've repaid the purchase price in full (which you can do anytime), the phone is yours.

[< Back to Phone + SIM Questions](#)

Am I leasing the phone?

No. You can buy your nu phone now, but repay it interest-free over 24 months (while you're on a plan).

If you do decide to keep your phone, once you've repaid the purchase price in full (which you can do anytime), the phone is yours.

[< Back to Phone + SIM Questions](#)

What is a refurbished phone?

It's a phone that's previously been owned by someone else. To qualify as nucertified, all nu phones need to pass our Sydney-based 51-point test with only the best phones with at least 80% battery life (as of May 2020 the average battery capacity of nu phones is 92%) making the final cut to become nucertified. This means you'll get a quality pre-owned phone at an awesome price. See our phones here.

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The below FAQs relate to our phone instalment plan that was discontinued on 1 June 2022. numobile's Mobile Device Terms relating to our instalment plan can be found [here](#).

How are your phones tested?

Our Sydney-based service engineers perform a 51-point test to make sure all pre-owned nu phones run and look the way you expect them to. Only the best phones make the final cut to become nucertified. Want to see what we test? See here.

[< Back to Phone + SIM Questions](#)

Do you have a cooling off period?

We're sure you'll love your nu phone and to back that we're giving you a whole month (from the day you purchased it) to return or exchange it if you're not 100% happy.

Here's how it works if you're on a Phone & SIM plan.

Here's how it works if you've purchased your phone outright.

[< Back to Phone + SIM Questions](#)

I'm going overseas, do you have data roaming?

We're working on a simple and affordable roaming package and hope to have this as an option for you soon (watch this space). Until then, we encourage you to buy a temporary SIM when you get to your destination, as it's much better value for money.

[< Back to Phone + SIM Questions](#)

What is your network coverage like?

numobile uses parts of the Telstra 3G and 4G network which covers over 1.6 million square kilometres of Australia servicing 98.8% of the population. Check out our network coverage map to see if that includes you.

[< Back to Phone + SIM Questions](#)

Here's a check list for choosing a data and calls plan that fits your usage.

The first thing to consider is your data use in an average month. Other considerations include:

Do you use a lot of data streaming video content, such as Netflix or sports channels? If so, you may use more data than the average person.

Are you away from WIFI spots (e.g. at home/work or university) a lot? If so, you may use more data than the average person.

Do you make any international calls? If so, our \$25 plans and above include unlimited international calls to 15 different countries.

We are flexible with our plans so if you're unsure, you can always choose a smaller plan to start with, add extra data if the monthly included data isn't enough and then upgrade next month to a more suitable plan.

Also, please keep in mind that your unused data is yours to keep in your data bank for as long as you stay on your current plan or change to a bigger one. If you change your plan to a smaller one, your data bank will reset, and you will lose any of the data you had banked so far. From that point on, you can start banking any unused data again.

Just remember that if you are on our \$10, \$20, \$40 or \$50 data plan and change to one of our newer plans (launched

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on or after 6 July, 2020), you can no longer go back to your old plan. However you will still be able to change to one of the newer plans.

[< Back to Phone + SIM Questions](#)

How do "nu" phones compare to a new phone?

All of our phones have had a previous owner but are tested and nucertified to make sure they run and look the way you expect them to. After careful cleaning, we pack them in a nu box, complete with wall charger, data cable (with Made for iPhone certification for Apple phones) and a SIM ejector.

[< Back to Phone + SIM Questions](#)

Are your handsets locked?

No. All of them are unlocked and data cleaned as part of the nucertification process.

[< Back to Phone + SIM Questions](#)

Where do nu phones come from?

Our pre-owned phones are mostly sourced from people in Australia that upgrade to a newer device and other recycling sources. We receive all pre-owned phones in our test hub in Sydney where our service engineers perform a 51 -point test.

Want to see what it takes to get the nucertification? Check out Our Phones.

[< Back to Phone + SIM Questions](#)

With the unlimited international calls to 15 countries, can I pick one not on the list?

At this point in time, only the 15 countries on the list are available on the plan.

[< Back to Phone + SIM Questions](#)

What's the best plan for me?

We have flexible plans, so you can change your plan every month. If you're unsure, you can always choose a smaller plan to start with, add extra data as you need it and upgrade the following month to a more suitable plan.

Once you've used 50%, 85% and 100% of your monthly included data, we'll send you a notification and you'll have the option to add more data (yourself). We don't have automatic data top-ups, so you can keep on top of your spending. We have two data add-ons available, a 2GB add-on for \$10 or a 5GB add-on for \$25.

All our plans have unlimited talk and text within Australia, but also have a think about whether you need international calls.

If you need help choosing the right plan, we're here for you.

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Checkout + delivery

1. [What payment methods do you have available?](#)
2. [How does refer a friend work?](#)
3. [Promo codes](#)
4. [What do I do if my phone arrives damaged or faulty?](#)
5. [What identification is needed at check out?](#)
6. [How can I track my order?](#)
7. [When will I receive my order?](#)
8. [I'm having trouble verifying my identity.](#)
9. [Recycled packaging](#)

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What payment methods do you have available?

For our Phone + SIM plan and SIM only orders, we accept Visa or MasterCard. In our Phone Only store, all payments are processed through PayPal – see here for more information on how to use PayPal. See our T&Cs for payment terms here.

[< Back to Checkout + Delivery Questions](#)

How does refer a friend work?

Each time you refer a friend, both you and your friend will get a one-off data gift added to your data bank (once your friend activates their service with us).

The more friends you refer, the more you'll get (subject to your data bank limit).

If you're on one of our current plans (\$15, \$25, \$30, \$35 and \$45 plan) - you can bank up to 300GB.

If you haven't switched over to one of our current plans, you can bank up to 200GB.

Start referring in just 3 easy steps!

LOGIN

Log into your account and go into "My Account", then select "Personal details", to see your personal referral code.

SHARE

Share your code with your friends and get them to enter it via checkout for it to be applied.

BONUS!

Once your friend successfully activates their service with us, you'll both get bonus data added to your data bank – that's a win-win!

To find out how much data you and your friend will get, please see below.

If you are on a data plan below \$30 a month, you'll get 5GB of bonus data!

If you are on a data plan at or above \$30 a month, you'll get 10GB of bonus data!

Please note this cannot be redeemed with any other promotional offer/code. See terms and conditions here.

[< Back to Checkout + Delivery Questions](#)

Promo codes

Unless expressly specified, our promotion codes are:

non-transferrable;

non-redeemable for cash;

eligible for nu mobile goods and services only (and only on such goods and services, and any applicable terms, as specified); and

not available to be used in conjunction with any other offers, discount codes, exchanges or refunds.

nu mobile reserves the right to modify, withdraw, extend, suspend or discontinue such offers at any time.

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What do I do if my phone arrives damaged or faulty?

Accidents happen, so if you believe your phone arrives damaged or faulty please fill in this form.

If your phone arrives damaged or faulty:

Archived FAQ's as at 1 June 2022.

The below FAQs relate to our phone instalment plan that was discontinued on 1 June 2022. numobile's Mobile Device Terms relating to our instalment plan can be found [here](#).

Please lodge the damaged return request within 3 days of receiving the phone.

Please provide photo or video evidence of the damage.

This is in addition to your rights under our 12-month device warranty and the Australian Consumer Law.

Please note: If your device was purchased outright, please contact us via shop@numobile.com.au within 3 days of receiving the phone, so we can promptly assess your claim.

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What identification is needed at check out?

Checkout is easy, but we just have to check that 'you, are really you'.

You'll need to provide the following details:

First name (Must match your driver's license or passport)

Last name (Must match your driver's license or passport)

Date of birth

Contact number

Residential address

Email address

Driver's licence/passport number

Payment details

Don't worry, read our Privacy Policy to see how we keep your details safe.

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How can I track my order?

As soon as we've shipped your order, we will send you an email notification with courier details and tracking information. If you haven't received a shipping notification within 2 business days of ordering, please get in touch with our customer service team.

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When will I receive my order?

All orders come with free express shipping! We're sure you're looking forward to getting your nu phone, please be aware we might require more information from you.

If you've placed your order before 12pm on a business day, and we don't require anymore information, we'll ship your device the same day or

If we do require more information, we will contact you within 24 hours.

Either way, if you haven't heard back from us or received a tracking number for your order, please drop us an email via support@numobile.com.au or give us a call at 1800 951 384.

Delivery times may vary depending on your location but we'll send you tracking details so you can keep an eye on the ETA. Please be aware, we might require from information from you before dispatching your order.

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I'm having trouble verifying my identity.

Archived FAQ's as at 1 June 2022.

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Please make sure you enter your details exactly as they appear on your ID. If you are still having trouble, please get in touch with our customer service team.

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Recycled packaging.

We're trying to do our part & hope you can too. All of the paper in this packaging is 100% recycled paper (certified carbon neutral stock) and has been printed on using environmental inks.

If you want to know more about the logos above, the paper, and/or the printing of this package you can read about it below.

The latest packaging has been printed by Rawson Print Co, an FSC certified printer. You can find out more about their practices here.



Responsible Forestry Practices

Fibre used in the production of paper that shows this symbol is sourced from pulp suppliers who practice responsible forestry techniques and/or use paper from managed plantation forests.



Recycled

Paper made up of recycled fibers that have been extracted from existing paper products to be used in the manufacturer of further paper products. Recycled paper can be 100% recycled or consist of a mixture of pre and post-consumer waste along with some virgin fibre to add strength.



Process Chlorine Free

Made from post-consumer recycled fibre and processed without the use of any additional chlorine or chlorine compounds.



Paper Made Carbon Neutral

This logo applies to a paper that has had its carbon dioxide and greenhouse gas emissions calculated; reduced where possible; and 'offset' through credits that fund renewable emission-free energy products. Calculations have been independently audited and include scope 1, 2 and 3 emissions from raw material (seedling) through to customer (either Ball & Doggett warehouses or printer). The majority of carbon-neutral papers that Ball & Doggett offer, fall under this cradle to customer model. Meaning the auditors have accounted for and offset all the greenhouse gas emissions for the actual processes that take place up until we hand the paper over. This measurement allows the printer the claim of 'printing on carbon-neutral paper and the use of the 'paper made carbon neutral logo'. However, any accompanying marketing statements must be clear that the claim relates to the paper and not the book or pamphlet, etc. Products displaying the 'paper made carbon neutral logo' indicate the offset has already been factored into the price and no extra charge applies.

Archived FAQ's as at 1 June 2022.

The below FAQs relate to our phone instalment plan that was discontinued on 1 June 2022. numobile's Mobile Device Terms relating to our instalment plan can be found [here](#).



ISO14001 EMS - Environmental Management Systems

Paper is manufactured by a mill that is accredited with ISO 14001, the international standard for organizing and achieving continual improvement in environmental management systems. This standard reviews the total manufacturing process and seeks continuous improvement in aspects such as energy efficiency, waste reduction, and pollution control.

FSC®

The Forest Stewardship Council is an international not-for-profit organisation that promotes responsible stewardship, (or the responsible planning and management of resources) of the world's forests, ensuring that the wood products coming from them are well-managed and legally harvested.

Note: Only companies and forest owners that have achieved FSC certification AND have obtained a Logo Usage Licence, are allowed to use the FSC logo and label directly on a product or for product marketing. Only printers who are FSC certified can provide this logo.

FSC® Certified – Recycled

An FSC Certified – Recycled label means the wood or paper in the product comes from reclaimed (re-used) material so the product is manufactured with 100% Post-consumer recycled fibre.) Note: Only companies and forest owners that have achieved FSC certification AND have obtained a Logo Usage Licence, are allowed to use the FSC logo and label directly on a product or for product marketing.

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