

In USA and Canada, All Inclusive
Manufacturer's Warranty
Tobii Dynavox Products



Our Pledge

Tobii Dynavox warrants, during a period of twelve (12) months from the date of shipment, unless otherwise extended, that our delivered products:

- correspond in all material respects to their specifications
- are free from defects of materials or workmanship
- function subject to their intended use

If you discover a defect, Tobii Dynavox will, at its option, replace your device with a new or refurbished unit of the same or similar model or repair the device with new or refurbished parts.

Limitations

This warranty does not apply to cosmetic damage that does not otherwise affect its functionality or materially impair its use.

Coverage is not provided if the device is lost or stolen.

The Tobii Dynavox All Inclusive Manufacturer's Warranty is considered null and void if damage has been caused, in our estimation, by disassembly or other modification by any party who is not specifically authorized by Tobii Dynavox to provide such service.

Liability

Tobii Dynavox shall not, under any circumstances, be liable for any indirect or consequential damage, including but not limited to loss of business or goodwill, loss of revenue or loss of profits. Tobii Dynavox's liability under the warranty shall be limited to the order sum, i.e. the total price of Products and Services delivered.

Neither party shall be liable to the other for failure or delay in the performance of an obligation due to events that are unforeseeable and beyond the control of either Party, such as but not limited to war, fire, explosion, labor conflicts, acts of nature, embargoes or government regulations and restrictions that interfere with the obligations carried out hereunder, provided that the Party affected by such case of force majeure gives prompt written notice of such condition to the other Party and resumes its performance as soon as reasonably possible. This warranty does not cover theft or loss.

Although we will do our best to accommodate your needs if repairs are necessary, this warranty does not guarantee your uninterrupted use of your device.

Repairs

Repairs or replacements will be warranted for 90 days or the duration of the product warranty period, whichever is longer.

Support

Prior to returning any product to Tobii Dynavox for a repair, please contact our support for a Repair Authorization (RA). If a product is to be returned for service or repair covered under this warranty, Tobii Dynavox will provide pre-paid return shipping and handling instructions. If a product is to be returned for non-warranty service, you are responsible for the cost of shipping the device to the US address provided to you by Tobii Dynavox. Non-warranty returns must be shipped prepaid. No freight collect packages will be accepted.

To obtain warranty service for any Tobii Dynavox product, you must contact Tobii Dynavox.

Please have the serial number of the device available at that time.

Support for Your Tobii Dynavox Device

Get Help Online

See the product-specific Support page for your Tobii Dynavox device. It contains up-to-date information about issues and tips & tricks related to the product. Find our Support pages online at: www.TobiiDynavox.com or www.myTobiiDynavox.com.

Contact Your Sales Representative or Reseller

For questions or problems with your product, contact your Tobii Dynavox sales representative or authorized reseller for assistance. They are most familiar with your personal setup and can best help you with tips and product training. For contact details, visit www.TobiiDynavox.com/contact