

# Tobii Dynavox Support360<sup>SM</sup>

**Extended Service Warranty - U.S.**



## Rest easy with Tobii Dynavox Support360

Tobii Dynavox device purchases in the U.S. include a one-year, Support360 Service Warranty. This warranty is effective on the date the product is shipped from Tobii Dynavox's manufacturing facility. It provides telephone support and coverage, free-of-charge, for repair or replacement of parts, labor, and return shipping on:

- All hardware repairs to the base unit
- Memory card (where applicable)
- Battery
- Chargers

\*Please note, I-110 devices are covered with a three year Support360 warranty. Additionally, Indi (non-funded), Indi 7 (non-funded), PCEye Mini, and PCEye Plus devices do not come with a Support360 warranty but customers are able to purchase coverage for up to three years.

## Manufacturer's Warranty

All devices come with a 2-year manufacturer's warranty. Additional accessories such as carrying cases, switches, keyguards, and switch mounts come with a 90-day warranty and device mounts come with a one-year warranty. These are not covered under the Support360 warranty. You cannot purchase an additional warranty for accessories or device mounts. Medicaid policies may vary.

## Extend the protection

Support360 extended service warranties help to ensure that unexpected repair bills never strain your budget. Extending your warranty will help to:

- Avoid delays caused by purchase orders or funding approvals
- Relieve users, caregivers, and schools of damage liability
- Minimize time without the device if a repair is needed
- Provide you with peace of mind

Available for purchase in one to three year increments, Support360 extended service warranties allow you to extend your original warranty on your Tobii Dynavox device up to 3 years from the ship date of the product. Pricing and ordering information is included on page 2.

## The Tobii Dynavox Difference

At Tobii Dynavox, we believe that our products are more than just hardware, software and technology - they are a person's pathway to a world of expression. This belief inspires us to strive for excellence as we help you build a solid foundation for communication. This difference is evident in the support you receive from our dedicated Sales Consultants, technical support, live and online training programs, and funding resources. Your relationship with Tobii Dynavox is a partnership that we are privileged to share.

# Support360<sup>SM</sup> Extended Service Warranty Order Form

## 3 Easy ways to order from Tobii Dynavox:

### 1. Phone Toll-Free: 1-800-344-1778

Have your completed order form and credit card ready. A member of our Customer Service team will be happy to place your order.

### 2. Fax to: 1-866-840-1725

Complete this order form and fax it in with your credit card number or purchase order.

### 3. Mail this Completed Form to:

**Tobii Dynavox**  
2100 Wharton Street, Suite 400  
Pittsburgh, PA 15203

## Circle Item Ordered

	1-Year	2-Year	3-Year
<b>I-Series+</b>	\$499	\$949	-
<b>Indi or Indi 7</b>	\$299	\$549	\$799
<b>Indi 7 (funded)</b>	\$299	\$549	-
<b>PCEye Mini</b>	\$299	\$549	\$799
<b>PCEye Plus</b>	\$299	\$549	\$799

## Billing Information:

### Bill Support360 Agreement to:

Name: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Facility: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

Serial Number: \_\_\_\_\_

*You must list the serial number of the device to which this Support360 Agreement will be applied.*

## Method of Payment

**Enclosed Purchase Order**  
PO #: \_\_\_\_\_

(Subject to credit application)

**Enclosed Check**  
Number: \_\_\_\_\_  
Amount: \_\_\_\_\_

**Credit Card**  
Please call 1-800-344-1778 to pay by credit card.

Tobii Dynavox Support360 coverage is available in the U.S. Coverage is not provided if the device is lost or stolen. The warranty does not apply to cosmetic damage that does not otherwise affect the functionality of the device. The warranty is void if the product has been disassembled. Repair or replacement with new or refurbished equipment is at the sole discretion of Tobii Dynavox.

If your Tobii Dynavox Support360 coverage has expired, there will be a mandatory inspection and reinstatement charge. Inspection rate is at the 1 hour labor rate. If the device is deemed in need of repair during inspection, any necessary repairs must be performed and payment received by Tobii Dynavox before additional Support360 coverage may be purchased.

## Support360- U.S.