

Tobii Dynavox Support360SM

for EM-12

Extended Service Warranty - US



Your EM-12, with or without EyeMobile Plus, is covered by Tobii Dynavox's Support360. You must contact Tobii Dynavox to obtain service for the EM-12 and EyeMobile Plus. Do not return the EM-12 to a Microsoft Store.

Rest easy with Tobii Dynavox Support360

The EM-12 comes with a two year Support360 Service Warranty. This warranty provides telephone support and coverage, free-of-charge, for repair or replacement of parts, labor, and return shipping on:

- All hardware repairs to the EM-12 and EyeMobile Plus
- Battery
- Chargers

Manufacturer's Warranty

The Tobii Dynavox EyeMobile Plus come with a 2-year manufacturer's warranty against defects. The EM-12 is separately covered by the Microsoft's standard limited warranty. This warranty covers your EM-12 against manufacturing defects for one year from the date you bought your product. Both the Tobii Dynavox Warranty and Microsoft's standard limited warranty are in addition to rights provided by consumer law. These warranties do not cover damage caused by accidents or unauthorized modifications. See the warranty for complete details.

Tobii Dynavox accessories such as carrying cases, switches, keyguards, and switch mounts come with a 90-day warranty. Device mounts come with a one-year warranty, and these accessories and mount products are not covered under the Support360 warranty. You cannot purchase an additional warranty for accessories or device mounts. Medicaid policies vary.

EM-12 - US only

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
- Relieve users, caregivers, and schools of damage liability
- Minimize the time the user is without the device if a repair is needed
- Provide you with peace of mind

Available for purchase for an additional year, Support360 extended service warranties allow you to extend your original warranty. 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.

Support360 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: 1-866-336-2737

Complete this order form and fax it in with your purchase order.

3. Mail this completed form to:

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

Item Ordered

EM-12

1-Year / \$499

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.

*Please Note:

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 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.

EM-12 - US only