



All-Inclusive Product Warranty

1) Tobii Assistive Technology, Inc. (Tobii ATI) warrants our products to conform to Tobii ATI published specifications and be free from defects due to materials, workmanship, and improper treatment by the user for a period of one (1) year from the date of shipment.

2) If you discover a defect, Tobii ATI will, at its option, repair or replace your device (with the same or similar model, which may or may not be a refurbished model) with no charge for either parts or labor, up to three (3) times during the warranty year. This warranty does not apply to cosmetic damage that does not otherwise affect its functionality or materially impair its use. This warranty does not apply if damage has been caused, in our estimation, by servicing (upgrading, expansion, disassembly, repair, or other modification) by anyone who is not specifically authorized by Tobii ATI. This warranty does not apply to consumable items, such as batteries, unless damage has occurred due to defects in materials and workmanship. Repairs or replacements will be warranted for 90 days or the duration of the product warranty period, whichever is longer.

3) This warranty applies only to hardware and software products that Tobii ATI manufactures and does not cover theft or loss. Third party software installed by Tobii ATI and third party hardware that is shipped with your product are covered by the warranties provided by their manufacturers and not by Tobii ATI. 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. Tobii ATI reserves the right to make improvements at any time and without notice, which are not covered by this warranty. Neither Tobii ATI nor its employees or authorized agents shall be liable for direct or indirect damages you may experience including, but not limited to, loss of revenue or profits, downtime, damage to or replacement of equipment and property, and loss of data.

4) Prior to returning any product to Tobii ATI, please call Tobii ATI to receive a Return Authorization (RA) number. If a product is to be returned for service or repair covered under this warranty, Tobii ATI will provide pre-paid return shipping and handling instructions. If a product is to be returned for non-warranty service, repair, or replacement, you are responsible for the cost of shipping the device either to Tobii ATI or to the U.S. address provided to you by Tobii ATI. Non-warranty returns must be shipped prepaid. No freight collect packages will be accepted.

Extended All-Inclusive Warranties

An Extended All-Inclusive Warranty for a period of one (1) year, two (2) years, or three (3) years is available for purchase from Tobii ATI at the current published cost. The Extended All-Inclusive Warranty extends the All-Inclusive Product Warranty for a period of one, two, or three years beyond the initial warranty period, allowing a maximum of four (4) years of warranty coverage from the date of shipment.

Extended All-Inclusive Warranties may be purchased either (1) at the time of original purchase of the device, or (2) upon inspection of the device by Tobii ATI prior to the expiration date of the initial warranty. Please call Tobii ATI to receive a Return Authorization (RA) number in order to inspect the device prior to the purchase of the Extended All-Inclusive Warranty. **If a product is to be returned for inspection, you are responsible for the cost of shipping the device either to Tobii ATI or to the U.S. address provided to you by Tobii ATI. Returns must be shipped prepaid. No freight collect packages will be accepted.** Please call Tobii ATI for additional information or to purchase an Extended All-Inclusive Warranty.

The additional terms in paragraphs 2, 3, and 4 of the All-Inclusive Product Warranty apply.

30-Day Money Back Guarantee

Customers wishing to return merchandise for a credit, exchange, and/or refund must do so within (thirty) 30 days from the date of shipment by Tobii ATI. A letter stating the reason for the return and action to be taken is required to process your return. Prior to returning any product to Tobii ATI, please call Tobii ATI to receive a Return Authorization (RA) number. **If a product is to be returned, you are responsible for the cost of shipping the device either to Tobii ATI or to the U.S. address provided to you by Tobii ATI. Returns must be shipped prepaid. No freight collect packages will be accepted.** Merchandise returned must be in the original, new condition and accompanied by all original packaging, documentation, and accessories. Tobii ATI reserves the right to refuse returns after 30 days, or any returns not meeting the above requirements.

THESE WARRANTIES REPLACE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWEVER, SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Damage or Shortage Claim

Please inspect all shipments at the time of delivery and note any visible damage on the delivery receipt before signing for the shipping carrier. In case of concealed damage or loss, retain all packing material for inspection by the carrier. Tobii ATI will not be responsible for damaged parcels that are not inspected by the shipping carrier. Any damage, loss, shortage, or other discrepancy with the requested order must be reported within 10 days of receipt.

Warranty Service

To obtain warranty service for any Tobii ATI product, you must contact Tobii ATI. In the United States, call 1-800-793-9227. Outside of the United States, call 1-781-461-8200. Please have the serial number of the device, which is located on the back of the device, available to you at that time.