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
- Battery
- Chargers

*Please note, I-Series and TD I-110 are covered with a three year Support360 warranty. Additionally, the PCEye, Speech Case, and Speech Case with iPad 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:

- 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.

Manufacturer's Warranty (iPad based devices)

iPads purchased from Tobii Dynavox are separately covered by the Apple Limited Warranty. This warranty covers your iPad against manufacturing defects for one year from the date you bought your product. Both the Tobii Dynavox Warranty and the Apple 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.
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: 1-866-840-1725**
   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

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Circle Item Ordered

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<tr>
<th>Item</th>
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<th>2-Year</th>
<th>3-Year</th>
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<td>$499</td>
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<td>EM-12</td>
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<tr>
<td>PCEye</td>
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<td>$799</td>
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<tr>
<td>Speech Case (Case only)</td>
<td>$119</td>
<td>$213</td>
<td>$307</td>
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<tr>
<td>Speech Case with iPad</td>
<td>$299</td>
<td>$549</td>
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</tr>
<tr>
<td>SC Tablet</td>
<td>$299</td>
<td>$549</td>
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</tbody>
</table>

*Prices shown are in U.S. dollars. For Canadian pricing, please call Customer Support at 1-800-344-1778.

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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.

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Method of Payment:

☐ Enclosed Purchase Order  PO #: ____________________________

☐ Enclosed Check  Number: ____________________________  Amount: ____________________________

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

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Tobii Dynavox Support360 coverage is available in the U.S. and Canada. 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.

For iPad based devices, you must contact Tobii Dynavox to obtain service. Do not return the iPad to an Apple Store.

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