

Tobii Dynavox Support360SM

Extended Service Warranty

Rest easy with Tobii Dynavox Support360!

Tobii Dynavox device purchases* in the U.S. and Canada 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 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, T-Series dedicated (closed) devices are covered with a two year Support360 warranty.

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 the time the user is without the device if a repair is needed
- Provide you with peace of mind

Available for purchase in one or two 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 the reverse side of this flyer.



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 but do come with a manufacturer's warranty. You cannot purchase an additional warranty for accessories or device mounts. Medicaid policies may vary.

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, unsurpassed technical support, live and online training programs, and funding resources. Your relationship with Tobii Dynavox is a partnership that we are privileged to share.

Please Note:

Tobii Dynavox Support360 coverage is only 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. Support360 coverage is not available for the PCEye Go or PCEye Explore.

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.

Support360SM 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 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	1 Year (CAD)	2 Year (CAD)
T-Series – Dedicated (Closed)	\$ 499	-	CA\$ 625	-
T-Series – Non-Dedicated (Open)	\$ 499	\$ 998	CA\$ 625	CA\$ 1250
I-Series+	\$ 499	\$ 998	CA\$ 625	CA\$ 1250
Lightwriter	\$ 499	\$ 998	CA\$ 625	CA\$ 1250
Maestro	\$ 499	\$ 998	CA\$ 625	CA\$ 1250
Vmax	\$ 499	\$ 998	CA\$ 625	CA\$ 1250
EyeMax/Eyegaze/CEYE	\$ 499	\$ 998	CA\$ 625	CA\$ 1250
C-Series	\$ 499	\$ 998	CA\$ 625	CA\$ 1250
Xpress	\$ 499	\$ 998	CA\$ 625	CA\$ 1250
M3/M3Max	\$ 499	\$ 998	CA\$ 625	CA\$ 1250

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: _____

VISA/Master Card/Discover/AMEX Card #: _____

Expiration Date: _____

CVV Code: _____

Signature: _____

Card Holder Address must appear in the BILL TO section above.

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