

Warranty Options

	Standard Manufacturer's Limited Warranty	Premium Warranty	Premium+ Warranty
Warranty Term	2 Years	2 Years	4 Years
Features	<ul style="list-style-type: none"> • 24-month term from date of product shipment • Device coverage against mechanical failure or defect • Return shipment of device covered 	<ul style="list-style-type: none"> • 24-month term from date of product shipment • Device coverage against mechanical failure or defect • Accidental damage coverage for your device (up to 2 incidents throughout warranty term) • Shipping cost coverage (incoming and outgoing) for device repairs 	<ul style="list-style-type: none"> • 48-month term from date of product shipment • Device coverage against mechanical failure or defect • Accidental damage coverage for your device throughout warranty term • Advanced shipment of device replacement upon accepted warranty claim • Shipping cost coverage (incoming and outgoing) for device repairs
Cost	Included with device purchase	Contact Us for a Quote	Contact Us for a Quote

Warranty & Support Information

EyeTech Digital Systems, Inc. Products

What is covered under the Manufacturer's Limited Warranty?

EyeTech's speech generating devices, software, and any accessories or mounts sold by EyeTech ("Products") come standard with a twenty-four (24) month manufacturer's limited warranty from the date of Product shipment. We warrant to the original purchaser ("Purchaser") that our Products are free from defects in material and workmanship under normal use and service for the applicable warranty period.

If the Purchaser discovers a defect in the Product, EyeTech will, at its option, repair or replace the Product with a new or refurbished unit of the same or similar model.

What is not covered under the Manufacturer's Limited Warranty?

The Manufacturer's Limited Warranty does not cover:

- Software not provided by EyeTech, including but not limited to the operating system and any software installed or otherwise added by Purchaser or third parties to the Products
- Products and accessories not sold to Purchaser by EyeTech
- Problems that result, directly or indirectly, from:
 - External causes, such as accident, abuse, misuse or problems with electrical power
 - Servicing of the Product not authorized by EyeTech
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
 - Using accessories, parts, or components not supplied to Purchaser by EyeTech
- Commercial hardware products that use, or in which have been installed, products or components that have not been supplied to Purchaser by EyeTech
- Products with missing or altered service tags or serial numbers
- Normal wear and tear of the Products and/or any internal batteries used in connection with the Products

EyeTech is not responsible for transferring or retaining any personal data stored in or associated with any Product sent to us for repair or replacement.

When does the warranty period start?

The warranty period begins on the date the Product is shipped. The ship date can be found on the packing slip received with the Product purchase. For Products sold through resellers or distributors, the warranty period begins when the Product is shipped to the end user.

What do I do if I need support?

EyeTech can be reached via email or by phone during normal business hours. Ensure you have your device serial number ready in order to receive support.

✉ support@eyetechds.com

☎ (888) 539-3832

How is shipping handled when sending a device in for repair?

The Purchaser is responsible for costs associated with shipping the Products to our repair centers and ensuring that devices are packaged properly and safely when being sent in for repair.

EyeTech is not responsible for any damage incurred by the Products due to improper packaging or shipping methods.

A RMA (Return Material Authorization) number will be issued to the Purchaser upon acceptance of a warranty repair claim. RMA numbers must be clearly labeled on the outside of shipping boxes for device repair shipments to be accepted.

EyeTech will cover return shipping costs after a Product has been repaired.

What added benefits do I receive with the **Premium warranty?**

The Premium Warranty option includes the following added benefits to Product coverage:

- Advanced coverage for the Product for 24-months from the date of purchase
- Accidental damage coverage for the Product*
 - This includes up to two incidents throughout the Purchaser's warranty term.
- Shipping cost coverage (incoming and outgoing) for Product repairs
 - Upon acceptance of a warranty claim, EyeTech will ship Purchaser a box with a return label to send the Product in for repair

**Accidental damage must affect the functionality of the Product in order to be eligible for warranty repair. Cosmetic damage that does not affect the functionality of the Product is not eligible.*

What added benefits do I receive with the **Premium+ warranty?**

The Premium+ warranty option includes the following added benefits to Product coverage:

- Advanced coverage for the Product for 48-months from the date of purchase
- Accidental damage coverage for the Product throughout the warranty term*
- Advanced shipment of a replacement device when your device is not functioning properly
- Shipping cost coverage (incoming and outgoing) for Product repairs
 - Upon acceptance of a warranty claim, EyeTech will ship Purchaser a replacement device with a return label to return the faulty Product



- Purchaser shall have 30 days from receipt of the replacement Product to return the faulty Product to EyeTech
- Purchaser will be charged for the replacement Product if the faulty Product is not received by EyeTech within the 30-day window

**Accidental damage must affect the functionality of the Product in order to be eligible for warranty repair. Cosmetic damage that does not affect the functionality of the Product is not eligible.*

What options do I have if my issue is not covered under warranty?

EyeTech provides quality hardware repairs for Products that are less than five years old and that are no longer covered by a limited hardware warranty. This includes repairs to common accidental issues like broken/cracked displays, I/O Ports (USB, Audio Jack, HDMI, etc.), damaged power/volume buttons, etc.

These types of repairs are normally handled by Purchaser contacting EyeTech support and requesting an out of warranty repair.

EyeTech may inform Purchaser of a location to ship the damaged Product and, upon receipt, will assess the Product for damage and provide a cost for the out-of-warranty repair.

Upon receipt of payment, the repair process can begin to bring the faulty Product back into working order.