

# PRC-Salttilo Warranties

## ***High Five & One-Year Accessory Warranty***

*Standard Warranty for Devices that have shipped on or after Jan 1, 2023*

### **PRC-Salttilo High Five Device Warranty**

*Our commitment to customer service and quality is reflected in our best-in-the-industry standard warranty & support.*

**Note:** The PRC-Salttilo High Five Device Warranty is applicable for devices that have shipped on or after Jan 1, 2023. Devices shipped prior to that date retain their original warranty at time of shipment.

#### **The High Five Device Warranty Covers All of the Following for Five Years from the Date of Shipment:**

- ✓ Device repairs for defects in materials and workmanship (including battery).
- ✓ Standard shipping costs within the US and Canada to and from PRC-Salttilo for covered repairs.
- ✓ Unlimited phone and email technical support within posted hours.
- ✓ Use of PRC-Salttilo loan equipment during repair upon request (subject to availability).
- ✓ Exchange of damaged or broken Standard Device Components.
- ✓ AAC Consultants who provide clinical support to you and your teams.

#### **PLUS:**

- ✓ For Accent and NovaChat Devices – 3 Accidental Damage (as defined below) repairs during the warranty period.
- ✓ For Via Devices – 2 Accidental Damage repairs during the warranty period.

#### **Terms & Conditions:**

1. This warranty covers PRC-Salttilo devices and Standard Device Components. *Standard Device Components include device handle, stand, charger, keyguard frame, screen protector, and wrap.*
2. PRC-Salttilo accessories that are not Standard Device Components are excluded from this warranty and are warranted separately through the One-Year Accessory Warranty. (PRC-Salttilo accessories that are covered separately include but are not limited to: eye trackers, head trackers, switches, keyguards, touchguides, cases, and mounts.)
3. This Warranty only applies to devices purchased directly through PRC-Salttilo in the United States or Liberator Communications Canada. This Warranty does not apply to devices purchased through any other PRC-Salttilo distributor or subsidiary outside of North America. Please contact those entities for warranty information.
4. Warranty coverage for defects in materials and workmanship does not include damage resulting from theft, loss, or perils and Acts of Nature. (Acts of Nature include, but are not limited to: tornadoes, earthquakes, floods, fires, and hurricanes.)
5. Third-party products purchased alongside your PRC-Salttilo device are excluded from this Warranty. These products are provided as a service to the customer and are subject to the manufacturer warranty. For third-party product support, please contact the equipment manufacturer.



6. PRC-Salttillo reserves the right to use refurbished components at its discretion.
7. The use of PRC-Salttillo loan equipment during repair shall be subject to our standard Equipment Loan Agreement. Under the terms of that agreement, Acts of Nature, accidental damage, loss, or theft are the customer's responsibility and are billed at repair or replacement value.
8. Loaner equipment is subject to availability. PRC-Salttillo will make every effort to match loaned equipment to the client's original configuration to enable comparable access and communication. Service Loaners outside of the United States are generally not available due to export/import laws.
9. Equipment returned to PRC-Salttillo for repair must be shipped in appropriate packaging to prevent additional shipping damage. Appropriate packaging shall include a rigid non-flexible box with at least 1.5" of padding between the equipment and the inner container walls in all directions. Original equipment packaging should be retained for future use. PRC-Salttillo can provide packaging for a nominal fee. Equipment returned in non-appropriate packaging may void your warranty for that return.
10. Accidental Damage includes damages that fall outside of defects in materials or workmanship. Accidental Damage includes device failure due to a drop, liquid or foreign matter ingress or incidents other than Acts of Nature in which the device must be returned to PRC-Salttillo Service to restore client usability. Damage caused by high force or ingress will be considered an Accidental Damage repair even if the physical damage is internal only and not externally visible. In this case, pictures will be taken of the damage and shared with the client along with the Accidental Damage repair notification. Accidental Damage does not include a device failure or further damage caused by failure to ship the device in appropriate packaging as set forth in Section 9.
11. The exchange of Standard Device Components is limited to those included with the equipment at the time of purchase and will be shipped to the client at no cost.
12. Client replacement of Standard Device Components is not counted towards the number of total Accidental Damage repairs.
13. If the extent of repair consists of only the replacement of Standard Device Components and the client requests that PRC-Salttillo complete the repair on PRC-Salttillo premises, a service repair charge will be applied.
14. Whether or not a claimed defect is covered by the warranty is subject to the discretion of PRC-Salttillo.
15. To make a warranty claim, contact PRC-Salttillo through our website at <https://www.prc-salttillo.com/support-request> or by telephone at 800-262-1990. Upon confirmation that the stated problem is covered in this warranty and the product is located in the United States or Canada, PRC-Salttillo shall send a shipping label or shall otherwise authorize prompt shipment to PRC-Salttillo's facility, at our expense.
16. PRC-Salttillo does not cover shipping costs for covered products that are currently located outside of the United States or Canada, the device owner shall bear the cost of shipment to PRC-Salttillo's facility.
17. The remedies stated in this Warranty are the sole remedies for any claims or damages arising out of or relating to the device. Our obligation under this warranty is limited to repairing, or at our option, replacing the device at no charge within a reasonable time after the receipt of notice as to such defect.
18. This Warranty shall be void if the product is repaired or otherwise tampered with in any manner by anyone other than our authorized service personnel. We are not responsible for indirect or consequential damages arising out of failure or malfunction of the device. And in no event shall we be responsible to the purchaser or user of a device for any amount greater than the purchase price of the device that is the subject of the claim. The High Five Device Warranty coverage shall transfer to any subsequent device owner during the remainder of the Warranty term. However, Warranty coverage shall not transfer to a subsequent device or accessory purchase.
19. If you do not accept any provision or limitation in this warranty, you should not purchase the device or product, as all sales are conditioned upon this warranty; or if already purchased, you must return the product within 30 days of receipt for refund. Your acceptance of the PRC-Salttillo device or accessory shall be deemed your acceptance of the terms of the warranty.
20. If a third-party claims that a PRC-Salttillo manufactured item infringes any US patent, trademark, copyright or trade secret, PRC-Salttillo will, upon prompt notification from the buyer, defend the buyer against such claim at PRC-Salttillo's expense and control and will pay all judgments against and damages charged to PRC-Salttillo that a court finally awards based on such claim. The buyer will allow PRC-Salttillo to modify or replace devices, components, or accessories so as to eliminate any claimed infringement. If PRC-Salttillo in its discretion determines that none of the foregoing alternatives is reasonably available, buyer agrees to return such item to PRC-Salttillo at PRC-Salttillo's request and expense, and PRC-Salttillo will credit Buyer at the then current value for the item as reasonably determined by PRC-Salttillo.

## **PRC-Salttillo One-Year Accessory Warranty**

**Note:** The PRC-Salttillo One-Year Accessory Warranty is applicable for accessories that have shipped on or after Jan 1, 2023. Accessories shipped prior to that date retain their original warranty at time of shipment.

### **The One-Year Accessory Warranty Covers All of the Following for One Year from the Date of Shipment:**

- ✓ Accessory repairs for defects in materials and workmanship.
- ✓ Standard shipping costs to and from PRC-Salttillo for covered repairs within the US and Canada.
- ✓ Unlimited phone and email technical support within posted hours.
- ✓ Exchange of damaged or broken accessories.

### **Terms & Conditions**

1. This warranty covers PRC-Salttillo accessories including eye trackers, head trackers, switches, keyguards, touchguides, cases, and mounts.
2. This Warranty only applies to accessories purchased directly through PRC-Salttillo in the United States or Liberator Communications Canada. This Warranty does not apply to accessories purchased through any other distributor or subsidiary outside of North America.
3. Third-party products purchased alongside of your PRC-Salttillo device are excluded from this Warranty. These products are provided as a service to the customer and are subject to the manufacturer warranty. For third-party product support, please contact the equipment manufacturer.
4. This warranty includes a one-year warranty from date of shipment on defects in materials and workmanship.
5. This warranty includes one accidental damage per accessory as described below, with the exception of standard keyguards and touchguides which are covered fully throughout the one-year warranty period.
6. We understand that keyguards and touchguides are an integral part of the AAC experience. To that end, standard keyguards and touchguides may be replaced or exchanged with standard keyguards and touchguides during this 1-year warranty term, either due to damage or to accommodate a different vocabulary system available within the device.
7. The warranty specifically limits replacement of custom keyguards and touchguides which are individually fabricated to only one accidental damage replacement during this 1-year warranty term.
8. Warranty coverage for defects in materials and workmanship exclude damage resulting from theft, loss, or Acts of Nature. (Acts of Nature include, but are not limited to: tornadoes, earthquakes, floods, fires, and hurricanes.)
9. Equipment returned to PRC-Salttillo for repair must be shipped in appropriate packaging to prevent additional shipping damage. Appropriate packaging shall include a rigid non-flexible box with at least 1.5" of padding between the equipment and the inner container walls in all directions. Equipment returned in non-appropriate packaging may void your warranty for that return.
10. Accidental Damages include damages that fall outside of defects in materials or workmanship. Accidental Damage includes breakage due to a drop, liquid or foreign matter ingress or incidents other than acts of nature in which the device must be returned to PRC-Salttillo Service to restore client usability. Damage caused by high force or ingress will be considered an accidental damage repair even if the physical damage is internal only and not externally visible. In this case, pictures will be taken of the damage and shared with the client along with the accidental damage repair notification.
11. Whether or not a claimed defect is covered by the warranty is subject to the discretion of PRC-Salttillo.
12. To make a warranty claim, contact PRC-Salttillo through our website at <https://www.prc-salttillo.com/support-request> or by telephone at 800-262-1990. Upon confirmation that the stated problem is covered in this warranty, PRC-Salttillo shall send a shipping label or shall otherwise authorize prompt shipment to PRC-Salttillo's facility, at our expense. For

products located outside of the United States or Canada, the device owner shall bear the cost of shipment to PRC-Salttillo's facility.

13. The remedies stated in this Warranty are the sole remedies for any claims or damages arising out of or relating to the covered accessories. Our obligation under this warranty is limited to repairing, or at our option, or replacing the accessory at no charge within a reasonable time after the receipt of notice as to such defect.
14. This warranty shall be void if the product is repaired or otherwise tampered with in any manner by anyone other than our authorized service personnel. We are not responsible for indirect or consequential damages arising out of failure or malfunction of the device or its accessories. And in no event shall we be responsible to the purchaser or user of a device or accessory for any amount greater than the purchase price of the device or accessory that is the subject of the claim. Accessory Warranty coverage shall transfer to any subsequent Accessory owner during the remainder of the Warranty term. However, Warranty coverage shall not transfer to a subsequent accessory purchase.
15. If you do not accept any provision or limitation in this warranty, you should not purchase the device or product, as all sales are conditioned upon this warranty; or if already purchased, you must return the product within 30 days of receipt for refund. Your acceptance of the PRC-Salttillo device or accessory shall be deemed your acceptance of the terms of the warranty.
16. If a third-party claims that a PRC-Salttillo manufactured item infringes any US patent, trademark, copyright or trade secret, PRC-Salttillo will, upon prompt notification from the buyer, defend the buyer against such claim at PRC-Salttillo's expense and control and will pay all judgments against and damages charged to PRC-Salttillo that a court finally awards based on such claim. The buyer will allow PRC-Salttillo to modify or replace devices, components, or accessories so as to eliminate any claimed infringement. If PRC-Salttillo in its discretion determines that none of the foregoing alternatives is reasonably available, buyer agrees to return such item to PRC-Salttillo at PRC-Salttillo's request and expense, and PRC-Salttillo will credit Buyer at the then current value for the item as reasonably determined by PRC-Salttillo.