

PRC-Salttilo Warranties

Peace of Mind Device Add-On Warranty

Designed to supplement the PRC-Salttilo High Five Warranty and provide worry-free coverage for unlimited device and certain accessory repairs regardless of frequency or cause.

Note: *The PRC-Salttilo Device Peace of Mind Warranty is available for devices shipped prior to and after January 1, 2023 (with exceptions and limitations noted herein) and is designed to be an add on to the original warranty provided at time of shipment OR as an extended warranty after the original warranty expires (and limited to a period of five years after device shipment). All other terms of the Peace of Mind Warranty apply. Devices shipped prior to January 1, 2023 include a one-time opt in fee of \$75. Peace of Mind Warranty is not available for ChatFusion, PRiO/ PRiO mini, TouchChat Express, or TouchChat Express 8 devices that were shipped prior to Jan 1, 2023. Original extended warranty options available at time of shipment apply.*

The Warranty Covers All of the Following During the Warranty Term:

- ✓ Free repairs regardless of cause or frequency.
- ✓ Priority order for use of PRC-Salttilo loan equipment during repair. (Loan equipment available upon request and subject to availability.)
- ✓ Priority order for repairs.
- ✓ Expedited shipping within the US to and from PRC-Salttilo for covered repairs.
- ✓ Warranty coverage for certain PRC-Salttilo accessories purchased at the time of original device purchase.
- ✓ ****Note this warranty is only available within the US.**

Terms & Conditions

1. This Warranty can be purchased for a minimum 1-year term with the option to purchase coverage for up to five (5) years total from the date of original shipment. No partial years are available for purchase.
2. PRC-Salttilo devices eligible for coverage by the Device Peace of Mind Warranty include speech generating devices from the Accent, NovaChat, Via lines of products and their successors. This Warranty will not provide coverage for devices from the TouchChat Express, PRiO, or ChatFusion lines of devices that were purchased prior to January 1, 2023. This Warranty will not provide coverage for NuEye eye tracking modules. Look and NuPoint products are also excluded from this Warranty and are subject to a separate Peace of Mind warranty.
3. PRC-Salttilo accessories covered by the Device Peace of Mind Warranty include PRC-Salttilo switches, standard keyguards and touchguides, cases, and mounts purchased at the time of device purchase. Non-standard touchguides and keyguards are excluded from this Warranty.
4. This Warranty only applies to devices and accessories purchased directly through PRC-Salttilo in the United States. This Warranty does not apply to devices purchased through any other distributor or subsidiary outside the United States.
5. Terms & Conditions of the PRC-Salttilo Original Device Warranty apply except where the PRC-Salttilo Device Peace of Mind Warranty provides additional coverage. Where additional coverage is available under the Device Peace of Mind Warranty, the Terms & Conditions of that Warranty shall apply.
6. The Device Peace of Mind warranty may be purchased at any time during the first four years following the date of device shipment. A certification process is required if the Device Peace of Mind Warranty is not purchased (a) at the time of original device purchase; or (b) at the time of expiration of any one-year Device Peace of Mind Warranty



period; or (c) prior to exhausting allowed repairs for accidental damages within the original warranty. The Device Peace of Mind Warranty shall not extend beyond five years from date of device shipment. Packages and prices are subject to change without notice.

7. The Device Peace of Mind 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.
8. This warranty is non-refundable.
9. In the event that this warranty has not been purchased or has expired, or the number of accidental damages has been exceeded in the Original Device Warranty, an initial or additional Device Peace of Mind warranty can be purchased under the following guidelines:
 - a. It is within 4 years of the device purchase date.
 - b. The device is returned to PRC-Salttillo to be inspected and repaired at the customer's expense for certification.
 - c. The Peace of Mind warranty is purchased within 30 days of the certification date.
10. Covered repairs do not include repairs for aesthetic purposes (e.g., cosmetic damage or scratches that do not impact the user's ability to use the device).
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.
13. The remedies stated in this Warranty are the sole remedies for any claims or damages arising out of or relating to the covered devices and accessories. Our obligation under this warranty is limited to repairing, or at our option, replacing the device, component or accessory at no charge within a reasonable time after the receipt of notice as to such defect. 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
14. 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.