

# DynaCare™ Certified Guarantee

## Service Agreement

### Rest easy with DynaCare!

Every Tobii Dynavox purchase includes a one-year, DynaCare Certified Guarantee™. This guarantee 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 (six months from the date of shipment)



### Extend the protection

DynaCare Certified Guarantee extended service contracts 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 year-by-year or in money-saving, multi-year packages, DynaCare extended service contracts allow you to extend your original, guarantee on your Tobii Dynavox device – up to two additional years for the Maestro, Tango and Palmtop devices, and up to four additional years for all other Tobii Dynavox models. Pricing and ordering information is included on the reverse side of this flyer.

### 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, funding resources, and DREAM, our loan and rental program. Your relationship with Tobii Dynavox is a partnership that we are privileged to share.

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. DynaCare contracts are non-transferrable (no battery extension) and apply only to the original client or payer of the device.

**Please note:** If your DynaCare coverage has expired, there will be a mandatory inspection and reinstatement charge. 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 DynaCare coverage may be purchased.

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**tobii** dynavox

# DynaCare Certified Guarantee Order Form

## 3 Easy ways to order from Tobii Dynavox:

### 1. Phone Toll-Free: 800-344-1778

Have your completed order form and credit card ready. A member of our Sales Support team will be happy to place your order.

### 2. Fax to: 1-412-381-5241

Complete this order form and fax it in with your credit card number or purchase order.

### 2. Mail this Completed Form to:

**Tobii Dynavox**  
2100 Wharton Street, Suite 400  
Pittsburgh, PA 15203

## Billing and Mailing Information:

### Bill DynaCare Agreement to:

Name: \_\_\_\_\_  
Facility: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_

### Mail DynaCare Agreement to:

Name: \_\_\_\_\_  
Facility: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_

## Circle Item Ordered

	1 Year	2 Year	3 Year	4 Year
<b>Maestro</b>	\$ 539	\$ 979	N/A	N/A
<b>Vmax+</b>	\$ 555	\$1049	\$1469	\$1820
<b>EyeMax</b>	\$ 510	\$ 925	\$1285	\$1615
<b>Xpress</b>	\$ 539	\$ 979	\$1359	\$1709
<b>M<sup>3</sup></b>	\$ 479	\$ 869	\$1215	\$1529
<b>DynaWrite 2.0</b>	\$ 255	\$ 485	\$ 675	\$ 839
<b>Lightwriter SL40 Connect</b>	\$ 539	\$ 979	N/A	N/A

You must list the serial number of the device to which this DynaCare Agreement will be applied. Serial Number: \_\_\_\_\_

## Method of Payment

**Enclosed Purchase Order**  
PO #: \_\_\_\_\_

**Enclosed Check**  
Number: \_\_\_\_\_  
Amount: \_\_\_\_\_

**VISA/Master Card/Discover**  
Card #: \_\_\_\_\_  
Expiration Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

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

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