

Product Maintenance Agreement

A Product Maintenance Agreement (PMA) can be purchased during the first 30 days after purchase, within the period of the original warranty. Otherwise, the product should be verified by HIMS for the eligibility for PMA purchase. It is an “extension” of the original warranty and is effective the day the original warranty expires. A PMA can be purchased for one or two years, depending on the specific product.

The extended warranty agreement covers the replacement or repair of all defective parts (except Braille cells, mainboard, and batteries), labor and return freight charges. It also includes an annual clean and calibration for braille products.

General Notes:

This warranty does not cover defects resulting from improper or unreasonable use or maintenance; failure to follow operating instructions; accident; improper installation; improper connection with any peripheral devices; disaster; spillage; misuse; abuse or modifications to the equipment; excess moisture; insects; lightning; acts of God; external electrical fault; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damages caused by inadequate packing or shipping procedures; loss of, damage to or corruption of stored data; damages caused by use with non-HIMS products; product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications; and products purchased from unauthorized dealers.

The PMA Does not cover goods in transit that are dispatched with insufficient packing – original packaging is mandatory.

PMA must be paid for in full before claiming.

If your product is capable of storing software programs, data and other information, you should protect its contents against possible operational failures. Before you ship your product for warranty service it is your responsibility to keep a separate backup copy of the contents. THE CONTENTS OF YOUR PRODUCT MAY BE DELETED AND THE STORAGE MEDIA REFORMATTED IN THE COURSE OF REPAIR SERVICE. Recovery and reinstallation of software programs and user data are not covered under this warranty.



BrailleSense 6 Product Maintenance Agreement (PMA)

HIMS Inc. offers a Product Maintenance Agreement (PMA) as an Extended Warranty Coverage beyond the included manufacturer's warranty.

PMA Holder Premiums:

- One waiver of accidental damage per life-time of your product (No questions asked). However, mainboard, Braille cell, battery would not be covered in this waiver service.
- Free comparable loaner unit provided during the repair of your unit
- One free Braille display cleaning per year of coverage
- Priority repair — PMA holder units will be given rush priority over non-warranty repairs

BrailleSense 6 PMA Pricing:

Up to 2 additional years of PMA coverage is available

- Within 30 days of original product purchase: \$650 for one year, \$1250 for two years (\$50 in savings)
- Between 30 days and one year after purchase: \$700 for one year, \$1300 for two years
- All PMA purchases after warranty expiration require a device evaluation

- 1) **ELIGIBILITY** - Products are eligible for PMA coverage IF:
 - a) The PMA is purchased at the time of original sale. This provides seamless product protection following expiration of the original manufacturer's warranty, or
 - b) The PMA is purchased prior to the expiration of the original manufacturer's warranty. The price of the PMA may be higher if not purchased at the time of the original sale, or
 - c) The PMA is purchased for renewal prior to the expiration of a valid PMA

- 2) **TERM** - The Product Maintenance Agreement (PMA) is effective for ONE-year or TWO-years. The effective date of the PMA is either:
 - a) Upon the expiration of the original manufacturer's warranty, if purchased prior to the expiration of the original warranty, or
 - b) Upon the purchase date of the renewal of a current and up-to-date PMA

- 3) **PRODUCT** - PMA coverage is available for the following HIMS products. The Product "checked" with the serial number and effective date listed is the specific product covered under this PMA.

	Device: {{Device}}	Effective Date: {{Effective Date}}
	Serial Number: {{Serial Number}}	Expiration Date: {{Expiration Date}}

- 4) **COVERAGE** - A PMA covers the following repairs:
 - a) Extended warranty holders will receive a one-time waiver of accidental damage during the life of your product except Braille display or cells, Main PCB/PCA and Battery
 - b) One free braille display cleaning during the PMA coverage year
 - c) Labor related to the repair of the product under the PMA
 - d) Electronic parts and most mechanical parts with the exception of the parts listed below. A 20%



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discount will be offered on these parts for products under the PMA:

- Braille display or Braille cells
- Main PCB/ PCA (main circuit board)
- Battery

The repair or replacement of any parts under the PMA is determined at the sole discretion of HIMS. Coverage includes parts, labor, software updates and return shipping (via UPS Ground Service). The customer is responsible for shipment of the repair product to HIMS. A comparable loaner product is also included and will be shipped via UPS Ground Service for use during the repair period. Repair of the customer's product will be expedited. The customer is required to return the repair product at the customer's shipping cost, to be received at HIMS within fourteen (14) days after receipt of the loaner product. HIMS will require a credit card as security against non-return of the loaner product or any repairs required to the returned loaner product due to damage, abuse or misuse of the product. Return shipment of the repair product and return of the loaner product is via UPS Ground Service by HIMS.

- 5) **EXCEPTIONS** - At the sole discretion of HIMS, PMA coverage may be voided under any of the following exceptions:
- a) Any damage or abuse of the product, intentional or accidental, or
 - b) Misuse or misapplication of the product for its intended usage, or
 - c) Any unauthorized repair or other evidence of tampering with the product by the user or a third party, or
 - d) Any modification or attempted modification of the product by the user or a third party

In the event the PMA is voided due to any of these exceptions, HIMS may offer the customer the opportunity to pay for necessary repairs by HIMS Repair Department at standard parts and labor charges. Thereafter, the PMA may be reinstated. However, if HIMS determines that the product will not meet factory specifications or quality certification even after repair, then the PMA will be permanently voided. HIMS will notify the customer in writing with details prior to voiding the PMA.

- 6) **RETURN MERCHANDISE AUTHORIZATION (RMA)** - In the event of a product-related problem, call or email HIMS Technical Support. After troubleshooting, if product repair is required, an RMA will be issued, along with return shipping instructions. PMA policies and procedures will be explained as pertinent to the product repair.

Customer Information:

Name: {{Contact Name (Customer)}}	Company/Agency/School: {{Business}}
Phone Number: {{Contact Phone}}	Phone Number: {{Business Phone Number}}
Email Address: {{Contact Email}}	Office Address: {{Business}}
Home Address: {{Contact Address}}	

PMA05-18