

# syntouch<sup>®</sup> LLC



## BioTac<sup>®</sup> Warranty

Updated: June 16, 2014, V1

## 1. Introduction

SynTouch LLC would like to thank you for selecting the BioTac for your tactile sensing needs. SynTouch prides itself on manufacturing and selling quality sensors and providing quality support to all of its customers. Our commitment to our clients begins with our comprehensive warranty programs. This guide will provide a complete review of the BioTac Standard Warranty and Warranty+ programs. The Standard Warranty provides a thorough protection plan to ensure the BioTac performs to superior standards while the Warranty+ provides added value through additional benefits and discounts.

# Standard Warranty

1. All BioTac sensors come with a standard 1-year warranty ("Standard Warranty") from the date of shipment.
2. The Standard Warranty covers the repair or replacement of defective components including sensors, electronics, cables, or adapters.
3. The Standard Warranty includes firmware and software upgrades at no cost as long as the warranty is active.
4. The Standard Warranty excludes the repair or replacement of skins, which are designed for periodic replacement through normal use.
5. The Standard Warranty excludes repairs or replacements resulting from damage deemed as misuse as outlined in the highlighted notes and warnings of the BioTac manual.
6. SynTouch reserves the right to amend the BioTac manual to include additional application notes and warnings, which then become part of the Standard Warranty policy.
7. In the event of damage to any product from misuse or damage outside of the Standard Warranty term, costs for repair of the BioTac sensor will be a fixed rate of \$1,250. If the BioTac cannot be adequately repaired, the alternative of a replacement may be offered at 30% off of the list price of the BioTac sensor.
8. In the event of damage to any other BioTac components (including electronics, cables or adapters) due to misuse or damage outside of the Standard Warranty term, replacement components may be offered at 30% off of the list price of the component.
9. All shipping costs to SynTouch, whether covered by warranty or not, will be the responsibility of the customer.
10. All repairs and replacements are subject to a 90-day lead-time.

# Warranty+

- 1. All BioTac sensors that are either new purchases or otherwise actively covered by any warranty (including the Standard Warranty or Warranty+) are entitled to purchase a Warranty+ subscription to extend the term of protection for the BioTac sensors.**
- 2. The Warranty+ program extends all of the features of the above Standard Warranty and additionally includes the following benefits for as long as the Warranty+ subscription is active:**
  - 2.1. Purchase of replacement BioTac skins may be made at a 50% discount.**
  - 2.2. In the event of damage to the BioTac sensor from misuse, as described above, costs for repair or replacement of the sensor will be offered at an additional 50% discount. In the event of damage to any other BioTac components (including electronics, cables or adapters) due to misuse, as described above, replacement costs may be offered at an additional 50% discount.**
  - 2.3. In the event of damage to or failure of the BioTac sensor not due to misuse, a loaner unit may be provided at the customer request, generally shipped within 1 week, while SynTouch analyzes the sensor. The customer may elect to keep this loaner unit as a replacement if desired, or return it upon repair of their original sensor.**
  - 2.4. If damage to a BioTac or accessory components is determined to have been a result of a genuinely honest mistake or accident, SynTouch will consider providing repair or replacement at no cost. The right to waive this cost is made at the sole discretion of SynTouch.**
  - 2.5. Customers with an active Warranty+ subscription may request software features and application support and SynTouch will prioritize this support at no additional cost.**
- 3. Purchase of a Warranty+ replaces the Standard Warranty (if currently active) on the BioTac sensor.**
- 4. Customers purchasing a Warranty+ subscription at the time of BioTac purchase are entitled to an additional year of Warranty+ at no cost.**
- 5. Customers may continue a Warranty+ for up to 5 years from the original purchase date, which is specified as the sensor lifetime. SynTouch may elect to continue to offer Warranty+ support beyond this date to customers at its sole discretion. At the end of this term, customers may be offered upgraded sensors for replacement at discounted rates.**
- 6. SynTouch reserves the right to cancel a Warranty+ plan and refund the customer the associated subscription costs of the remaining term at any point if it determines the program is being abused.**