

## **LibCover – Extended Terms and Conditions**

Every Liberator device purchased includes 1 year Platinum LibCover as standard. You can continue to receive the best long-term service and support with extended LibCover.

### **Gold Level Cover includes;**

- One way shipping cost (return only).
- Device repair or replacement at no charge occurring from normal and intended use including accidental damage, this does not include loss or theft.
- Telephone support to our customer/technical support team.
- Free access to Liberator website resources.

### **Platinum Level Cover includes;**

- Free shipping (collection and return).
- Device repair or replacement at no charge occurring from normal and intended use including accidental damage, this does not include loss or theft.
- Replacement battery and chargers included.
- Free loan device whilst your device is being repaired.
- Telephone support to our customer/technical support team.
- Free access to Liberator website resources.

### **LibCover does not include the following:**

Where parts or damage are not covered by LibCover, a quote will be sent for approval before the repair is undertaken, including all shipping costs. The following are NOT covered by LibCover;

- **Loss or Theft of any item or part of item.** We advise that you contact your home insurance company to cover against loss.
- **Deliberate Damage, Neglect or Misuse.** Damage that has, in the opinion of our service technicians, been caused by neglect or misuse is not covered by LibCover and, in such circumstances a quote will be given for the repair. Where there is a dispute over accidental vs. deliberate damage, neglect or misuse, Liberator Management are the sole arbitrators.
- **Repeated incidences of similar damage.** When a device is returned to us for repair of the same type of accidental damage within 12 months, this will be viewed as a form of neglect and we reserve the right to withdraw cover for this type of damage, either permanently or for an initial period of 6 months. For example, if the case of a device is returned with impact damage to the top left corner because it is always being scraped along a wall while attached to a wheelchair, we would expect that steps are taken to prevent such damage being repeated. Likewise, if a screen is broken, it is expected that customers will take added precautions to minimise the risk of another such occurrence. **Note:** *Should this occur, we will write to you advising that this type of damage will not be covered and the period of withdrawal of cover.*

- **Cleaning the device.** Some devices are returned covered in unidentifiable substances. If we have to clean a device before we can repair it the customer will be charged at a rate of £50 per device for this service. It is the duty of the user's support assistant or facilitator to keep the device clean. Unclean devices are seen as neglect and thus Liberator will always charge for this service. **Please note:** the courier may refuse to carry a product suspected of being contaminated.
- **Damage caused during transportation.** Please ensure that goods are properly packaged for return, and contact Customer Support if you are in doubt.
- **Removable items and accessories,** such as battery door and memory card covers/clips, memory cards, mounting kits, carry cases, key-guards, cables, etc. (but not battery chargers or batteries except under Platinum cover).
- **Consumable items,** such as paper and vinyl overlays, waterproof covers, screen protectors etc. will be replaced only if they are found to be faulty on receipt.
- **Devices must only be serviced by Liberator service technicians.** Where a device has been tampered with, opened or serviced by a third party, this will invalidate all warranties.

#### **Liberator reserves the right to:**

- Determine whether a fault is covered under the terms of LibCover in all cases.
- Cancel LibCover and refund monies paid pro rata at any time.
- Make a judgement as to whether the device needs cleaning before repair.
- Notify the customer that a replacement device cannot be supplied or will be delayed. This will only occur in very exceptional circumstances.
- Refuse to repair devices that are beyond economical repair or for which spare parts are no longer available. Liberator will provide you with adequate warning that a device is coming to the end of its working life.
- Vary LibCover premiums from time to time.

#### **Other terms & conditions:**

- LibCover is *not an insurance policy* as no insurance company is involved.
- Purchasing LibCover does not affect your statutory rights.
- Liability in the case of obsolete components is limited to our last published retail price.
- Liberator will send out warranty renewal notices up to year 5 of your devices life.
- Either party may end the LibCover contract, giving 30 days notice in writing, Liberator will refund amounts paid, pro-rata to the term of the contract.

#### **How to claim:**

Should you experience a problem with your device, please always follow the procedure outlined below. For your convenience and to keep costs as low as possible, we do not want to collect a device for repair unless absolutely necessary, so we will always try to resolve a problem over the phone if possible.

#### **Reporting a problem:**

- Phone Liberator Customer Support on 01733 370 470.
- Quote the serial number (on reverse of device, e.g. VT1234), name of person using device and your name, and explain the nature of the problem.
- If we are unable to resolve your problem over the phone, the device may be faulty and we may need to recall it to our Swinstead workshop. We will verify your cover and, if your cover

includes it, send you a loan device. We will normally collect your faulty device within one working day (two working days in north of Scotland and Ireland), which ensures that you are without a voice for the minimum period.

- When arranging collection of a faulty device, we will ask you to confirm contact and address details for both the collection *and* return.
- We will advise you how the device should be packed for collection by our courier and what should be included in the box.
- Where possible we will advise you about transferring the vocabulary from your faulty device to the loan device.

**When we return your repaired device:**

- When your device has been repaired, we will contact you to arrange its return and to collect a loan device if applicable.

**Important:** as we use independent couriers to collect and deliver parcels it is critical that you are there at the time you have agreed to for the delivery or collection. Couriers charge us for a failed delivery/collection and we reserve the right to pass on this charge to customers.

**Other terms:**

When your LibCover expires, Liberator will renew it up to 30days after the expiry date for no extra charge. After the 30days you will be required to pay a charge of £69.25, this will include collection of the device for evaluation before warranty can be offered.

We will notify you up to 3 months before your LibCover is due for renewal.

When your device is 5 years old, additional LibCover may be purchased one year at a time, subject to parts availability and the condition of the device.

However, as all products eventually reach a stage where they can no longer be supported (due to lack of availability of components or general deterioration due to wear and tear of the device) there will come a point at which you will be notified that Liberator can no longer provide a LibCover service on this device, but will continue to repair it on a case by case basis (with a quotation for each repair) if possible. At this stage, every assistance will be given to help you upgrade to a new device.