

'Total LibCare' and 'Total LibCare Extended' - Terms and Conditions

Total LibCare (TLC) Warranty is included with all of Liberator's High-Tech communication aids. TLC offers 5- or 3-years worry-free warranty support as standard. Additionally, for devices with 3-years TLC, you may continue to receive the best long-term service and support with our 'LibCare Extended' cover.

Total LibCare support includes:

- 5-year warranty for Accent and Chat Devices with 3 accidental damage claims over this period*
- 3-year warranty for Via Devices, LR7, Look eygaze devices, and NuPoint with 2 accidental damage claims over this period*
- Unlimited phone, email, and remote support
- Replacement batteries and chargers included**
- FREE loan device whilst your device is being repaired***
- FREE collection (within UK and Ireland) and FREE return
- FREE online device training
- One free on-site training
- Weekend and public holiday emergency support



* Excludes loss, theft, or damage due to Acts of Nature which include, but are not limited to earthquakes, floods, fires, hurricanes, etc.,

** Refer to our [Battery policy](#)

*** Loan device subject to availability and limited to the UK and Republic of Ireland

Additional Terms & Conditions:

- This warranty covers defects in material and workmanship of Liberator's communication devices (as detailed above) and standard device components such as device handle, stand, charger, battery, keyguard frames and wraps.
- In instances where a device is deemed irreparable, Liberator will replace a customer's device with the same or a similar specification product as the original device. Please note that software and hardware specifications are subject to change and the replacement may for instance be a different model or running an alternative software version. We aim to discuss any replacements with all concerned parties.
- The offer of a loan device and free shipping is limited to devices being used within the UK or Republic of Ireland address and devices being sent to a UK or Republic of Ireland address.
- Collection of faulty devices is limited to the UK and Republic of Ireland. Devices from all other locations must be shipped to Liberator at the customer's expense.
- Repaired devices will be shipped back to the customer free of charge using Liberator's contracted courier.
- Devices must only be serviced by Liberator service technicians. Where a device has been tampered with, opened, or serviced by a third party, its warranty will be seen as invalidated.
- We guarantee any repair work for 90days.
- **LibCare Extended** may be purchased one year at a time up to five (5) years, for devices with less than 5 years Total LibCare. Each year of LibCare Extended includes 1 accidental damage claim.
- Whilst we aim to notify you up to 3 months before your policy is due for renewal, it is ultimately your responsibility to renew the warranty on your device. We advise that you take note of the warranty end date.
- Re-joining LibCare after your cover has expired will incur an inspection fee. This standard fee includes Liberator's current one (1) hour labour rate, courier collection and delivery charges. The device will be evaluated, and any repairs required will have to be paid for prior to any warranty being offered.
- Total LibCare and LibCare Extended shall transfer to any subsequent device owner during the remainder of the warranty term.
- Total LibCare and LibCare Extended are *not insurance policies* (no insurance companies are involved).
- Purchasing Total LibCare / LibCare Extended does not affect your statutory rights.
- Either party may end the LibCare Extended contract, giving 30 days' notice in writing, Liberator will refund amounts paid, pro-rata to the term of the contract.
- At 5 years old, repairs to your device will be on a quotation basis subject to parts availability and device condition. 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) there will come a point when you will be notified that Liberator can no longer provide a repair service. Whilst we will still endeavour to continue to repair your device, if possible, at this stage, every assistance will be given to help you upgrade to a new device.
- Your acceptance of Liberator's device or accessory shall be deemed your acceptance of the terms of the warranty.

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Total LibCare does not include the following:

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

- **Removable items and accessories**, such as keyguards, touchguides, joysticks, battery doors/covers, USB memory sticks, USB cables, mounting kits, carry cases, and extreme cases.
- **Loss or Theft of your device or part of item (including whilst in transit with Liberator's courier)**. We advise that you contact your home insurance company to cover against loss and theft.
- **Loss or Theft of Liberator's Loan device (including whilst in transit with Liberator's courier)**. Our Loan devices are not covered by loss or theft whilst in your possession, any total loss of a loan device by any means is the sole responsibility of the customer. As is the case for your main device we advise that it is covered under your insurance for loss or theft.
- **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 Total LibCare 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.
- **Third Party Software and accessories** installed onto or used with your device is your responsibility to upkeep and cannot be supported by our staff as this is not within our expertise. If your device requires a re-image, it is your responsibility to re-install and re-license any third-party software that may be lost because of this process.
- **Cleaning the device**. If a device is returned in such condition that we must spend an excessive amount of time cleaning it prior to repair, the customer will be charged at a rate of £50 per device for this service. It is the duty of the user and/or their facilitator to keep the device clean. Unclean devices are seen as neglect and a potential health hazard. **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 to avoid damage in transit as you will be liable for the damage. Please contact Customer Support if you help with package.

Liberator reserves the right to:

- Determine whether a fault is covered under the terms of Total LibCare / LibCare Extended.
- Cancel LibCare Extended 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 suitable loan device cannot be supplied or will be delayed. This will only occur in very exceptional circumstances.
- Charge you any additional costs that we may incur due to failed collections and deliveries that are your fault. We use independent couriers to collect and deliver parcels, it is critical that you are there at the agreed time.
- Vary LibCare Extended premiums from time to time.

How to claim:

We aim to minimise the inconvenience and costs of repairs and will always, initially attempt to resolve your issue via the phone or by remote access. If these fail and your device needs to come in, please always follow the procedure below:

Reporting a problem:

- Phone Liberator Customer Support on 01733 370 470.
- Quote the serial number (on reverse of device, e.g., AC14-1234), name of person using device and your name, and explain the nature of the problem.
- If the device needs to come in for repair, 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.
- You are required to pack the device securely to ensure it is safe in transit.
- It is your responsibility to back up the data on your device. 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. With your repaired device, you will receive a report of the works carried out on your device.