

5-Year Limited Warranty

Warranty

This limited warranty applies to the Forbes AAC device, SoundPOD™, and associated charging items (AC adapter & cables). This warranty is NON-transferable.

Coverage

This limited warranty provides coverage for defects in materials or workmanship under normal use during the five (5) year warranty period. Your warranty includes coverage for one major repair during the 5-year limited warranty period. It also includes labor costs for repairs related to covered defects, accidental damage to the device, protective case, and power supply, as well as access to expert technical support.

Replacement Parts

Forbes AAC reserves the right to repair or replace components with items of like function or with refurbished components. All components repaired or replaced by Forbes AAC will carry the remaining balance of the original limited warranty, a minimum of 30 days.

Coverage Limitations

- Cosmetic damage, including normal wear and tear that does not affect device functionality, is not covered under the warranty.
- The warranty does not cover loss or theft of the device.
- Damage caused by acts of nature, including but not limited to tornadoes, earthquakes, floods, fires, and hurricanes, is not covered.
- Any disassembly, attempted disassembly, opening, alteration, repair, or modification by parties not authorized by Forbes AAC may void the warranty entirely.
- Damage caused by abuse, misuse, or neglect is not covered. This includes but is not limited to:
 - Liquid submersion
 - Use of spray cleaners
 - Excessive deliberate damage
 - Failure to follow instructions for proper use or maintenance
 - Impact damage
- Damage resulting from the use of unauthorized accessories or the use of incorrect chargers is not covered under warranty.
- Batteries and Consumable Components
 - Consumable components, such as batteries, are not covered unless the damage is due to a defect in materials or workmanship.
 - Internal batteries are covered for twelve (12) months from the date of delivery.
 - External batteries are covered for ninety (90) days from the date of delivery.
- Additional accessories such as keyguards, protective covers, or any accessory not explicitly covered under this warranty are excluded from coverage.
- Coverage does not extend to components that are end of life, discontinued or unavailable.

Forbes AAC may, at its discretion, provide repair services for such damage; however, these repairs may not be free of charge.

continued

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Forbes AAC is a division of
Forbes Rehab Services, Inc.

Forbes AAC

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forbesaac.com

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Warranty Period

This limited warranty is effective for a period of five (5) years from the date of shipment. This applies to any devices that were shipped on/after January 1, 2025.

Voiding the Warranty

The removal of the tablet from the protective case will result in the voiding of this limited warranty and non-coverage of any damage or other defect.

Obtaining Service

To obtain a warranty service you must contact Forbes AAC technical support and obtain a **Return Material Authorization** (RMA) number. Instructions will be given regarding the shipment of the equipment. Costs related to shipping/insurance of the device to Forbes AAC are the responsibility of the customer. Return shipping to the customer will be paid for by Forbes AAC and equipment will be sent via standard ground shipping.

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