

MindWare Hardware Protection Plan

Terms and Conditions

What does this Protection Plan cover?

This Protection Plan continues the service in the MindWare Limited Warranty for Hardware that is current as of the date this Protection Plan is purchased. It extends this coverage by offering a proactive replacement plan for hardware sold under the MindWare brand. Under this proactive replacement plan, we will replace qualifying malfunctioning hardware. Replacement items may be new, refurbished, or equivalent alternative hardware, at our sole discretion. Replacement equipment is covered under the existing Protection Plan as the original equipment. **You are limited to claiming each piece of equipment (or its replacement) a total of two times per year under this plan, as measured from the start of the Protection Plan.**

The replacement hardware will be shipped one business day after eligibility is verified. For destinations within the United States of America, we will provide overnight shipping free of charge. For destinations outside the United States, you will be responsible for shipping, duties, taxes and other fees.

Representations or promises not set forth in this document or the MindWare Limited Warranty for Hardware will not be considered part of this Protection Plan.

What does this Protection Plan not cover?

The following are not eligible for this plan, though some may be covered under the terms of the MindWare Limited Warranty for Hardware:

- Hardware not sold under the MindWare brand
- Subject leads
- Disposable items, such as electrodes
- Custom cables and hardware

This plan does not protect against loss or theft of equipment. You must be in possession of the covered hardware to make a claim.

MindWare is not responsible for delays in shipping, customs, or other delays affecting replacement hardware. Loss of use, consequential, and/or incidental damages are not recoverable under this agreement.

How long does this Protection Plan last?

This Protection Plan may be purchased in increments of one year.

How much does the Protection Plan cost?

Each year of protection costs fifteen percent of the original full retail price, before any discounts, of the covered hardware. No discount will be applied to the cost of the Protection Plan.

How do you renew your Protection Plan?

Neither party is obligated to renew this Protection Plan. Prices, conditions, and limitations of this Protection Plan may change upon renewal. By purchasing this Protection Plan, you agree that you may be contacted regarding renewals and upgrade plans.

What happens if there is a gap in protection?

If there is a gap in time between the expiration of one Protection Plan and the purchase of another, you will be required to pay for the lapsed time before purchasing a new Protection Plan. This lapsed time will be charged at the normal rate, as detailed in "How much does the Protection Plan cost?"

How do you get service?

1. Contact us at (888)765-9735 or e-mail support@mindwaretech.com for a preliminary evaluation.
2. Once we determine that you have a hardware issue with a covered item, we will ship the replacement item.
3. We will provide a Return Merchandise Authorization and you are responsible for properly packing and returning the original equipment within 30 days of receiving the replacement equipment. We will provide a shipping label if you are within the United States of America. If you are outside the United States, you are responsible for shipping, duties, taxes, and other fees. **If you fail to return the replaced equipment by the deadline we will invoice you for the full retail price of the replacement items.**

This Protection Plan coverage is valid only as state and federal law permits.

All claims and disputes arising under or relating to this agreement are to be settled by binding arbitration in the state of Ohio or another location mutually agreeable to the parties. An award of arbitration may be confirmed in a court of competent jurisdiction.