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HARDWARE WARRANTY INFORMATION

All hardware units come with a 12-month warranty against manufacturing defects, unless stated otherwise. Please call Freedom Scientific at (727) 803-8600 for assistance in troubleshooting any problems. If necessary, the Technical Support Specialist will issue a Return Materials Authorization (RMA) number that must be referenced on the outside of the package containing your returned unit. Your unit will then be exchanged or repaired as needed.

Hardware devices have no user-serviceable components. Any unauthorized attempt to service or replace internal components by opening units or cases will void the product warranty.

Return your unit to:

Freedom Scientific
Blind/Low Vision Group
13000 Automobile Blvd
Bldg 1 Unit 103
Clearwater, FL 33762

'FSTTY' WARRANTY

Freedom Scientific provides a 30-day money-back guarantee on the FSTTY package. A 90-day warranty against product defects is available for the FSTTY software CD. Users can contact Freedom Scientific, or the dealer from whom the product was purchased for warranty assistance.

The Ultratec IntelModem, included in the FSTTY Package, has a one-year manufacturer's warranty. Customers must return the IntelliModem to Ultratec for repair or replacement. Customers must retain their receipt to show date and proof of purchase.

The Socket Communications Ruggedized Serial Card, included in the FSTTY Package, is warranted for life if registered with Socket Communications; for three years if not registered. Full information is contained in the warranty booklet enclosed with the product driver CD.

LIMITATION OF REMEDIES

Freedom Scientific's entire liability and the Licensee's remedy shall be the replacement of any media not meeting Freedom Scientific's limited warranty. In no event will Freedom Scientific be liable to the Licensee for any damages, including any lost profits, loss of savings or any other incidental or consequential damages as may arise out of the use or inability to use the program, even if Freedom Scientific personnel or agents have been advised of the possibility of such damages.

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Software licenses which require either System Reboot after a certain period of time or expire after a certain number of

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The Contractor (immixTechnology, Inc.) can only, and shall only tender for acceptance those items that substantially conform to the software manufacturer's ("FREEDOM SCIENTIFIC") published specifications. Therefore, items delivered shall be considered accepted upon delivery. The Government reserves the right to inspect or test any supplies or services that have been delivered. The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price. If repair/replacement or re-performance will not correct the defects or is not possible, the Government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Government must exercise its post-acceptance rights-

- (1) Within the warranty period; and
- (2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

OTHER PROVISIONS

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This product uses the ETI-Eloquence text-to-speech system that contains material copyrighted by Nuance, Inc.

FREEDOM SCIENTIFIC TRAINING COURSE TERMS AND CONDITIONS

REGISTRATION

Registration will not be confirmed nor guaranteed until Freedom Scientific has received payment. Tuition must be paid in full prior to attending the workshop.

CANCELLATIONS

Student substitutions can be made at any time. Full refunds will be granted if written cancellation is received 15 business days prior to the start date of the workshop. Cancellations must be in writing and postmarked 15 business days prior to the start date of the workshop. There is a cancellation fee for registrants canceling less than 15 business days prior to the start date of the workshop. Registrants not in attendance for the workshop shall be subject to forfeiture of the entire course fee. Freedom Scientific reserves the right to cancel any workshop up to 30 days prior to the start date of the workshop by providing written notification in the form of a posted letter. In the event of course cancellation, Freedom Scientific shall not be held liable for fees or penalties incurred due to changes in transportation, or other reservations made 30 days or more prior to the scheduled class.