HIMS Inc. offers a Product Maintenance Agreement (PMA) as an Extended Warranty Coverage beyond the included manufacturer's warranty.

**PMA Holder Premiums:**

• One waiver of accidental damage per life-time of your product (No questions asked.)

• Free comparable loaner unit provided during the repair of your unit

• One free Braille display cleaning per year of coverage

• Priority repair — PMA holder units will be given rush priority over non-warranty repairs.

**BrailleSense Polaris and Polaris MINI PMA Pricing:**

Up to 3 additional years of PMA coverage is available

* Within 30 days of original product purchase: $649.00 per year
* After 30 days: $699.00 for the first year and $649 for each additional year, if bundled

(Contact HIMS, Inc. or your local dealer for pricing on multiple year PMA coverage.)

HIMS Technical Support

512-837-2000 – press option 1 for Tech Support

[support@hims-inc.com](mailto:support@hims-inc.com)

1. **ELIGIBILITY -** Products are eligible for PMA coverage IF:
   1. The PMA is purchased at the time of original sale. This provides seamless product protection following expiration of the original manufacturer’s warranty, or
   2. The PMA is purchased prior to the expiration of the original manufacturer’s warranty. The price of the PMA may be higher if not purchased at the time of the original sale, or
   3. The PMA is purchased for renewal prior to the expiration of a valid PMA

1. **TERM -** The Product Maintenance Agreement (PMA) is effective for ONE-year.  The effective date of the PMA is either:
   1. Upon the expiration of the original manufacturer's warranty, if purchased prior to the expiration of the original warranty, or
   2. Upon the purchase date of the renewal of a current and up-to-date PMA

1. **PRODUCT -** PMA coverage is available for the following HIMS products. The Product “checked” with the serial number and effective date listed is the specific product covered under this PMA.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Braille Sense Polaris, Serial Number: | Effective Date: | Expire Date: |
|  | Braille Sense Polaris Mini, Serial Number: | Effective Date: | Expire Date: |

1. **COVERAGE -** A PMA covers the following repairs:
2. Extended warranty holders will receive a one-time waiver of accidental damage during the life of your product
3. One free braille display cleaning during the manufacturer warranty period
4. Labor related to the repair of the product under the PMA
5. Electronic parts and most mechanical parts with the exception of the parts listed below. A 15% discount will be offered on these parts for products under the PMA:

* Braille display or Braille cells
* Main PCB/ PCA (main circuit board)
* Battery

The repair or replacement of any parts under the PMA is determined at the sole discretion of HIMS.

Coverage includes parts, labor, software updates and return shipping (via UPS Ground Service). The customer is responsible for shipment of the repair product to HIMS. A comparable loaner product is also included and will be shipped via Second Day Air Service for use during the repair period. Repair of the customer’s product will be expedited. The customer is required to return the repair product at the customer’s shipping cost, to be received at HIMS within fourteen (14) days after receipt of the loaner product. Return shipment of the repair product is via UPS Ground Service. Return of the loaner product will be via UPS Call Tag from HIMS. HIMS will require a credit card as security against non-return of the loaner product or any repairs required to the loaner product due to damage, abuse or misuse of the product.

1. **EXCEPTIONS -** At the sole discretion of HIMS, PMA coverage may be voided under any of the following exceptions:
   1. Any damage or abuse of the product, intentional or accidental, or
   2. Misuse or misapplication of the product for its intended usage, or
   3. Any unauthorized repair or other evidence of tampering with the product by the user or a third party, or
   4. Any modification or attempted modification of the product by the user or a third party

 In the event the PMA is voided due to any of these exceptions, HIMS may offer the customer the opportunity to pay for necessary repairs by HIMS Repair Department at standard parts and labor charges. Thereafter, the PMA may be reinstated. However, if HIMS determines that the product will not meet factory specifications or quality certification even after repair, then the PMA will be permanently voided. HIMS will notify the customer in writing with details prior to voiding the PMA.

1. **RETURN MERCHANDISE AUTHORIZATION (RMA) -** In the event of a product-related problem, call or email HIMS Technical Support. After troubleshooting, if product repair is required, an RMA will be issued, along with return shipping instructions. PMA policies and procedures will be explained as pertinent to the product repair.

**Customer Information:**

|  |  |
| --- | --- |
| Name: | Company/Agency/School: |
| Phone Number: | Phone Number: |
| Email Address: | Office Address: |
| Home Address: | Office Address: |
| City, State & Zip: | City, State & Zip: |

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