

Thank you for your purchase of a Theora Connect wearable. We are pleased to offer two warranties for your consideration (see below chart for more specifics):

**Standard Limited Warranty** – covers 12 months, advanced exchanges are charged in advance.

**Extended Warranty** – covers an additional 12 months, advanced exchanges are not charged in advance.

## Why is this important?

Our customers live wonderful lives and many rely on our wearable every day. Daily wear and tear can impact the wearable, especially when worn by persons with cognitive issues. For example, one of our most frequent questions is “Is my Theora Connect waterproof?”

While your Theora Connect is water-resistant (IP67 rated), it is NOT water-proof. What’s the difference? Water-resistant can handle the accidental spill of a drink, walking in the rain, and washing of the hands. It can NOT however, handle any prolonged water exposure or submersion, like showering, taking a bath, or a dip in the pool.

So, if you cannot live without your Theora Connect every day (and we hope we are providing you with so much usefulness you can’t live without it), we’d highly recommend you have our Extended Warranty so we can send you advance exchange units in case of a return. It’s additional peace of mind for an additional 12 months and will help smooth out any bumps in the road.

	Standard Limited Warranty	Extended Warranty
<b>Cost</b>	Included in purchase	\$69.97
<b>Term</b>	12 months from date of purchase	Additional 12 months.
<b>Covers</b>	Component will be free from defects in materials and workmanship	Extends Standard Limited Warranty for 12 months
<b>What is not covered</b>	Damage caused by accident, improper care, negligence, normal wear and tear, or the natural breakdown of colors and materials over extended time and use	Same
<b>Returns</b>	Devices will be returned for assessment, and if it has failed due to a defect in materials or workmanship, we will repair it without charge, or replace it, at our discretion	Same; <b>plus advanced exchange unit sent</b>
<b>Advanced exchange unit</b>	Available for \$149; cost of advanced exchange unit will be refunded if unit is found defective	Same; <b>but no cost for advanced exchange unit</b>
<b>Replacement unit</b>	If device has damage not covered by warranty, the \$149 charge for the replacement unit will remain	If device has damage not covered by warranty, you will be charged \$149 for the replacement.

For full warranty information, please [click here](#).