



# Lingraphica Warranty Policy

Congratulations on acquiring your Lingraphica speech-generating device! Please be sure to read this warranty policy to understand what you are entitled to. This policy applies to all AllTalk™, TouchTalk™, and MiniTalk™ devices. Lingraphica provides free lifetime technical support for all of its SGDs to ensure that users have a fully operational device for the primary purpose of functional communication.

## Year One Full Coverage

Lingraphica (herein “LGA”) will fully cover the cost(s) to repair your device for up to one year from when you receive it, with a few exceptions listed below:

- Unlocked Devices: Year One Full Coverage does not apply to unlocked devices. Installing additional, noncovered features may interfere with the operation and performance of the device. Any support for such additional, non-covered features may involve a fee for support services rendered, including the cost to ship the device. Please note that insurance may not cover repair costs for an unlocked device.

## After Year One

If your device is in need of a repair, LGA may contact your insurance provider to determine whether it will cover repair costs. You may be responsible for any costs not covered by your insurer, including but not limited to labor, parts, accessories, and shipping. Below are current repair estimates, which are subject to change without advance notice.

REPAIR TYPES	ALLTALK	TOUCHTALK	MINITALK
In-house data transfer and/or conversion	\$0	\$0	\$0
In-house update	\$0	\$0	\$0
Issues with voice or icons	\$0	\$0	\$0
Software not starting or crashing	\$125	\$125	\$125
Software or component removed	\$125	\$125	\$125
Charging issue (due to charger accessory)	\$150	\$150	\$150
Broken/cracked screen	\$325-525	\$315	\$315
Broken/cracked casing	\$325-425	\$225	\$225
Water damage	\$325-425	\$315	\$315
Battery issue	\$325-425	\$340	\$275
Damaged charger port	\$325-425	\$315	\$315
Faulty hardware	\$325-525	\$275	\$275

## After Year Five

You may be eligible for a brand new speech-generating device. We recommend you contact us for more information.

## Contact

To get more information on our warranty policy, or to request a repair, visit [www.aphasia.com](http://www.aphasia.com) or call at 888-274-2742, 8:30 a.m. – 8 p.m. ET.