WARRANTY COMPARISON CHART
Zengar Institute Inc.

This document is not a warranty, it is for reference and your convenience only. This document does not make any offer, nor imply or modify any warranty- it's purpose is to help illustrate what warranties may or may not exist and what features a warranty may or may not have. The only warranty that comes with your product or service is the one expressed in your warranty card and/or at **https://neuroptimal.com/terms-and-conditions**

For more information about your warranty, review the warranty card which came with your product. You may also find important information at **https://neuroptimal.com/terms-and-conditions**

Warranty Info	Items in Warranty				
	System Bundle	**Computer Hardware**	**Sensors**	**zAmp**	**Software Configuration**
Time	30 days*	30 months	3 months	2 years	See Zengar® guidelines**
Who	Zengar®	Zengar® for the first 30 days Microsoft for 30 months (register your device here)	Zengar®	Zengar®	Zengar®
Contact	info@neuroptimal.com	ZenConnect here	ZenConnect here	ZenConnect here	ZenConnect here
Includes	Return shipping costs	Identified hardware problems get replaced	Defects in materials and workmanship	Components defects, material & workmanship, shipping both ways	Remote software configuration**
Excludes	If a refund* is required, there is a 20% restocking fee plus any consumables, damaged or missing items	Loss of time, income or clientele are not included	Normal wear and tear failure due to corrosion (If not properly cleaned)	Failure due to abuse, misuse, breakage and normal wear and tear relating to the electrode input jacks, belt clip and the USB connectors and cables	Any versions that are not the latest, not meeting the tech specs for configuration, poor account standing
Post Warranty	No returns after the 30 day period	After the first 30 days Microsoft should be contacted for any warranty questions or issues. Contact Microsoft: here	Purchase replacement sensors on website here	Purchase replacement zAmp or see below options for repair here PASS members: $100 USD deductible for any repair and return shipping NON PASS members: $220 USD for 1 or 2 failed components or $500 USD for a board replacement as well as return shipping	**

*30 day guarantee: Should there be any software or hardware issues with your system within the first 30 days, Zengar® reserves the right to repair or rectify the problem. If the problem cannot be rectified by Zengar®, your system will be replaced. To ensure prompt warranty service with Microsoft, we strongly recommend you register your device: **https://support.microsoft.com/en-us/warranty**

**Software Configuration Warranty Guidelines: Should your Zengar® originating hardware fail in a way that is serviced/ repaired under warranty, and that service compromises your configuration, Zengar® will perform a remote software configuration, via ZenConnect free of charge, as long as you meet the following requirements; 1) prior to reconfiguration, the system being serviced was running the latest software version of NeurOptimal® 2) the system meets Zengar®'s technical specs for the version of NeurOptimal® to be configured 3) your account with Zengar® is in good standing.