

OBERON BIOFEEDBACK Company Policies

Before buying any Biofeedback system, it is important that the consumer has a list of expectations and questions which are answered. Every company operates differently and not all companies have clear policies. Here at Oberon, we are a small operation selling authentic Oberon systems and providing support with training. We are a small division of Oberon geared toward sales to the lay person and ALL people not only medical professionals. Our systems are not FDA approved and we are not looking for FDA approval as our vision is to help people not fixate on high costs which turn away people in need.

Small company does not mean we compromise on the quality of support and care that we offer. We dedicate our lives to helping people with our machines so the only request we have in terms of support and help is SCHEDULING. As a small company, we have families, private lives outside of machine maintenance, sales and training. We value our families and we are serious about our time with the ones we love. Emergencies with our devices are rare but they do happen, if a user has a clinic open on a Saturday and software is not opening properly or an error occurs, we will help immediately. However, unurgent requests, training questions and other matters are attended to during the working week Monday-Friday 7AM-6PM.

It has become necessary to describe this love of family because not everyone understand or hold this value. People who do not understand or agree with putting family first may be turned away from our company and this is our precise hope. We offer the best cost on the market for AUTHENTIC NLS Biofeedback Oberon systems. Our low costs means that the profit is minimal to help more people acquire our system, enough for us to maintain updating and innovating software and to focus on our customers during the week. Evenings and weekends are always going to be dedicated to our families. Our family values extend to our customers and we more often then not, drop everything to come to the aid of our users. Relationship is important to us and we are not obligated to sell to just anyone. We know our users personally by name, we care about their well being and success with the device, this is very important to us. Having worked with a few unwilling companies, it is more important then ever for this to be clear, explained and understood by all our users and potential Oberon "family" members.

Company Policies EXPLAINED

1. RETURN POLICY



ALL Oberon sales are FINAL. If there is a malfunction or problem of any kind with the device, we will repair or replace the system to ensure everything is working properly. Upon purchase of Oberon, every buyer receives access to training material. Training takes time and to see correct results training is crucial. We cannot offer a system return policy because once training is complete, the buyer possessed the most valuable information: training material.

In SPECIAL cases, when a 30 day money warranty is offered, if the system is returned within the 30 days, a \$500 training fee will be kept.

2. TRAINING



Training is available VIA written manual, training videos and access to a personal trainer. Manual, videos and questions via email or phone call are FREE. Personal training sessions are an additional \$75/hour after 3 FREE PERSONAL SESSIONS.

When training is offered for free, many people choose not to read the manual or view the videos provided. To avoid this, we charge \$75 per one-hour training session after 3 FREE personal sessions. Our trainer will help to arrange everything for smooth training and clear understanding within the 3 sessions.

Requests for specific video instructions or questions over email are welcome and will be answered at the trainer's earliest convenience (within 48 hours during the week and 72 hours during the weekend. PACIFIC TIME ZONE)

Training sessions are available by appointment only. Please schedule training at least 1 week in advance if possible. When training day and time is confirmed longer than a week before, you must email two days prior to the scheduled date to confirm again that you are keeping the appointment. Otherwise the appointment will be considered canceled.

3. TECHNICAL SUPPORT



Technical support is always available by appointment. We are available **9AM-5PM Monday-Friday PACIFIC TIME**. If there is an emergency with the software or any software problems, you may reach us during those hours VIA Skype or phone.

Skype: dianavykhovanets

Skype: Anatoliyvy

Phone: +1(206)492-9443

It is the buyer's responsibility to be proactive and test software before seeing clients to avoid wait times for help. We always do our best to address any emergency within 2-6 hours.

ALL TECHNICAL SUPPORT IS PROVIDED WITH REMOTE ACCESS TO YOUR COMPUTER VIA TEAMVIEWER.

You must have a PC computer with Windows 10 or newer for ease of use and best operation with our new and improved Oberon software.

Older versions of Windows may work but will need special attention and help from our technician.

4. WARRANTY



Oberon device comes with a 3 year hardware warranty. Any malfunction with the device or manufacturing problem will be addressed immediately. A exchange or repair will be scheduled once the problem is identified.

Headset is not covered under warranty because it has a specific method of proper use and this cannot be enforced. If a headset arrives damaged or not functional, this of course will be exchanged. Otherwise headsets can be purchased at our cost which is \$400 USD.

Please keep in mind, we do not turn away our buyers with an Oberon problem even after 3 years. This is only the standard policy but we always have and always will accommodate even once warranty is expired.

Machines which are tempered with, opened up or damaged from being taken apart are subject to warranty cancellation.

5. SOFTWARE UPDATES



Software updates are FREE!

It is the buyer's responsibility to contact Oberon via email or phone if interested in software updates. Software updates are available multiple times during the year and announcements will be made on our Oberon training page which is password protected and available to our users only.