

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 and software updates. 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 excessive costs which turn away those 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 and our only request, 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 should be rare but when they do happen, we will do our best to help right away. However, unurgent requests, training questions and other matters are addressed during the working week Monday-Friday 8AM-5PM USA Eastern Time.

It has become necessary to describe this love of family because not everyone understands that even a corporation is made up of individuals who must have a work/life balance. People who do not understand or agree with this may be deterred from our company and this is our precise hope. We offer the best cost, support, and ongoing training on the market for AUTHENTIC NLS Biofeedback Oberon systems. Our low costs mean that the profit is minimal in order to help more people acquire our system. We price our units at a cost which allows 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 often drop everything to come to the aid of our users. Relationships are important to us and we are not obligated to sell to just anyone. We know our users personally by name, we care about their wellbeing and success with the device. Prior to your purchase of our system, it is important for us to have a mutual understanding of what you can expect from us and what we offer as a company.

We look forward to welcoming you into our community!

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 \$1,000 training fee will be kept. This is always agreed upon in writing prior to purchase.

2. TRAINING



Access to our training page is granted as soon as payment for your unit arrives. Our password protected training page is full of resource such as videos, training manual and group training recordings.

Please begin training with the videos and user manual on the training page as will be indicated in the email with tracking and instructions. You can email questions any time and attend weekly group training over Zoom.

Free zoom sessions are available every Wednesday, an email with link to each training is emailed every Monday. These are recorded and posted on the training page.

3. TECHNICAL SUPPORT

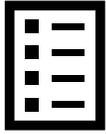


Technical support is always available by appointment. We are available **9AM-5PM Monday-Friday Eastern Time Zone (USA)**

If there is an emergency with the software or any software problems, you may reach us during those hours VIA Skype, phone, or email. Email is highly recommended for scheduling support.

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 Monday-Friday.

4. WARRANTY



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

The 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 or damaged from being taken apart are subject to warranty cancellation.

5. SOFTWARE UPDATES



OBERON GOLD: Free updates

When a software update is available, Diana will post a video on the training page showing the new features and offering the update to those who would like to have it. All software updates are sent via e-mail to those who send a request once the software has been introduced in a video demonstration. Software update announcements are always available on the training page.

6. RESPECT



RESPECT IS REQUIRED

If for any reason you are disrespectful to our staff, we have the right to discontinue all support and training.

Thankfully, most of our Oberon users are exceptional, patient and people who follow instructions. However, we have experienced situations with people who do not follow the written instructions after purchase and call harassing, name calling and verbally abusing our staff.

As we are in the field of health and wellness, it is important that we treat each other with dignity, respect, and kindness even in the midst of frustration and miscommunication.

Please initial below to confirm that you have read and understood the Oberon Company Policies:

Customer Initials: _____

Date: _____