



# T.O.V.A. 8 UPGRADE ORDER FORM

## Complete and return this form to The TOVA Company

The all-new T.O.V.A. 8 further advances the state of the art in continuous performance tests with an integrated Symptom Exaggeration Index (to identify possible cases of symptom exaggeration or malingering), integrated cross-test comparisons (to identify treatment effects), reporting of important new reaction time distribution parameters (from the Ex-Gaussian reaction time distribution), an Attention Performance Index (comparing the results with identified cases of ADHD), and compatibility with Apple Mac OS X and Windows 7 and Vista.

### Basic T.O.V.A. 8 Computer Requirements:

- The T.O.V.A. 8 requires a computer that has:
- An x86 or x86-64 processor running at 1 GHz or better
- 512 MB or more of memory
- 100 MB or more of hard drive space
- One free USB port on the computer (not on an external USB hub)

### Display requirements:

- is equal to or greater than 10 inches (measured diagonally)
- has a resolution of 1024 x 768 pixels or better

### OS Requirements:

- **Windows:** XP (32-bit, SP2 or above), Vista, or 7
- **Mac:** Mac OS X 10.6.2 and higher

### Please note:

- Bluetooth keyboards and mice are not supported.
- Most "netbook" and many "ultraportable" laptops do not meet the screen size and resolution requirements and will require external monitor.
- Cannot guarantee Toshiba Satellite or Satellite Pro laptops.

You do not have to uninstall your existing T.O.V.A. in order to install and set up the new T.O.V.A. upgrade. However, you will no longer be able to order additional credits for your old T.O.V.A. 7 thirty (30) days after we ship you the upgrade.

In order to speed up upgrade order processing, please note the following:

- All accounts must be in good standing.
- Proof of ownership may be requested.
- The TOVA Company is not responsible for lost or stolen materials.
- Only one upgrade per T.O.V.A. kit.

Your old T.O.V.A. 7 account will be deactivated thirty (30) days after we ship the new T.O.V.A. 8 kit. You will be responsible for any credits ordered on the old accounts and new.

The old T.O.V.A. 7 microswitch and scorebox **must** be returned to The TOVA Company in order to receive credit for unused T.O.V.A. 7 credits. We must be able to verify the quantity of credits stored on the old T.O.V.A. 7 hardware. We are not responsible for any damaged or unreadable boxes.

A domestic return label will be included for the old hardware (microswitch/score box) to be returned to The TOVA Company within thirty (30) days.

If you have questions or need any assistance, support is available Monday – Friday, 8am - 5pm PST via phone (1-800-729-2886 or 1-562-594-7700), email ([info@tovatest.com](mailto:info@tovatest.com)), and fax (1-800-452-6919 or 1-562-594-7770).

**PLEASE UPGRADE T.O.V.A. Serial # \_\_\_\_\_**. I understand the old T.O.V.A. kits will be deactivated thirty (30) days after I am sent the T.O.V.A. 8, and I will still be responsible for any balances due on the old account(s).

Owner: \_\_\_\_\_

Facility (if different): \_\_\_\_\_

Ship to Address: \_\_\_\_\_  
(NO PO BOXES)

Contact: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

### PLEASE INDICATE YOUR METHOD OF PAYMENT:

CHECK OR MONEY ORDER, PAYABLE TO: **THE TOVA COMPANY**

PURCHASE ORDER P.O. # \_\_\_\_\_

Visa  MasterCard  Discover®  American Express

Paypal  Bank Wire (See Payment Terms for details.)

Account # \_\_\_\_\_

Expiration Date: \_\_\_\_\_ V N # \_\_\_\_\_

CC Billing Address: \_\_\_\_\_

SIGNATURE \_\_\_\_\_

**Upgrade cost per site = \$295**

**Sales tax per site:**

CA: 8.75% = \$25.82

MN: 6.875% = \$20.29

WA: 6.5% = \$19.18

**Shipping:** \$34.95 domestic US

Minimum \$80 for international shipments.

Contact The TOVA Company for exact shipping.

**TOTAL:** \_\_\_\_\_

Authorized purchasing agent:

SIGNATURE \_\_\_\_\_

TITLE \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

FOR OFFICE USE ONLY: SERIAL # \_\_\_\_\_  
TRACKING# \_\_\_\_\_

Hardware S/N: \_\_\_\_\_

Software Version: \_\_\_\_\_

**800.PAY.ATTN • <http://www.tovatest.com> • [info@tovatest.com](mailto:info@tovatest.com)**

**3321 Cerritos Avenue • Los Alamitos, CA 90720 USA • Phone 800.729.2886 or 562.594.7700 • Fax 800.452.6919 or 562.594.7770**

## Payment Options

\_\_\_\_\_ I (we) authorize The TOVA Company, to automatically charge my (our) credit card for charges I incur with my T.O.V.A.. I understand the monthly amounts may vary; I may cancel this at any time by contacting The TOVA Company.

\_\_\_\_\_ I (we) authorize The TOVA Company, to automatically charge my credit card for the following invoice only: # \_\_\_\_\_

T.O.V.A. Serial #: \_\_\_\_\_

Visa       MasterCard       Discover Card       American Express       Pay Pal: Account ID: \_\_\_\_\_

Card Holder Name (as it appears on the card): \_\_\_\_\_

Cardholder Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Card #: \_\_\_\_\_ Expiration Date: MO \_\_\_\_ YR \_\_\_\_

Card Verification Number (3 digit number off back of card or 4 digit number printed on the front of the card, after, and to the right of the card number): \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

### Terms and Conditions

Please make your check or money order payable to **THE TOVA COMPANY**. We accept U.S. dollars only. Do not send cash. To ensure proper crediting of your account, include the top portion of the invoice or statement with your payment and write your T.O.V.A. serial number on your check or money order.

Payments, credits, or charges incurred after the *issue date* will be included in the next billing cycle. T.O.V.A. test interpretation credits ordered during any one-month's time period will be billed the following month.

If you have any questions about prices, fees or other issues, please call **1-800-729-2886** or 1-562-594-7700. Our hours are Monday through Friday, 8:30am to 5:00pm Pacific Standard Time.

### Fees

The amount due must be paid in full each month. We are not responsible for any fees, moneys taken, or currency exchange shortages before payments are received.

If your payment is not received on or before the due date indicated on your invoice you may be charged a late fee on your next statement. Service may be inactivated for non-payment. Any past due amounts must be paid before service will be reactivated.

### Returned Checks

There may be an additional charge for returned checks. Service may be interrupted or inactivated for non-payment. Any past due amounts must be paid before service will be reactivated.

Mail correspondence to:

The TOVA Company  
Accounts Receivable  
3321 Cerritos Ave.  
Los Alamitos, CA 90720

Bank Information:

Bank Name:	CITIBANK
Banker Branch:	12800 Seal Beach Blvd., Suite E Seal Beach, CA 90740
Sort Code / IBAN No./ SWIFT CODE:	CITIUS33
Account Number:	Call The TOVA Company
ABA Routing Number:	Call The TOVA Company

### Bank Check/Wire Notification

Senders are responsible for any fees, deductions, or currency exchange shortages that may be removed from payments before they are received by The TOVA Company. Please specify to your bank or institution to state/write "**ALL CHARGES OURS**" or "**NO CHARGES FOR BENEFICIARY**" (written in English and *YOUR* language if different) in your sending instructions.

### Errors or Questions About Your Statement

If you think your statement is incorrect or if you need more information about an item on your statement, please contact us at: Email: info@tovatest.com or fax: 1-800-452-6919 or 1-562-594-7770 or Phone: 1-800-729-2886 or 1-562-594-7700.

Remember to reference your T.O.V.A. serial number & invoices on all correspondence.

### Address Changes/Ownership Changes

Please inform us of any changes to your name, address or phone number as soon as possible. Transfers of ownerships must be received in writing. Any past due amounts must be paid before ownership can be transferred.