

TEST OF VARIABLES OF ATTENTION (T.O.V.A.®) Ordering Form and Process Information (Version 8)

T.O.V.A. Report Types:

Clinical Version: A graduate degree in medicine, psychology, counseling, or closely related field that includes training in the administration and interpretation of tests and a license or certificate by a state agency.

Screening Version: At least a BA in Psychology, counseling, or a closely related field, and relevant training or coursework in the interpretation of tests and measurement at an accredited college or university; OR Verification of membership in a professional association recognized to require training and experience in the ethical and competent use of tests; OR Certified by an agency which does the same.

If a version is not checked or proper degree not listed in contact information a **SCREENING** version may be sent.

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)

The T.O.V.A. 8 requires a display that:

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

Operating System Requirements - The T.O.V.A. 8 can run on the following operating systems:

Windows

- Windows XP (32-bit, SP2 or better)
- Windows Vista (all versions)
- Windows 7 (all versions)
- Windows 10 systems upgraded from Windows 7
- New Windows 8 or 10 systems (with EAV setup)

Mac

- Mac OS X 10.7.5 or newer.
- MacBook Air users must have an external optical drive or order a T.O.V.A. flash drive to use the Precision Test Environment (PTE).
- iMac users must use a USB keyboard (not a wireless keyboard) in order to use the Precision Test Environment (PTE).
- 2015 and newer MacBook Air and Pro must use EAV setup.

External Audio/Video ("EAV") Setup

EAV setups allow the user to administer the T.O.V.A. without rebooting.

- Requires an external monitor and speakers, as on a desktop computer.
- A VGA video port on the host PC is strongly recommended.

Precision Test Environment ("PTE") Setup

The PTE setup allows administering the T.O.V.A. test on a computer without an external monitor, such as a laptop. This requires rebooting the computer into the T.O.V.A. 8 PTE.

- Requires a graphics card that supports 1024 x 768 x 16-bit video mode.
- Bluetooth keyboards and mice are not supported. For example, this means that the wireless keyboard shipped with the Apple iMac will not work.
- Apple computers require the included T.O.V.A. boot CD or a T.O.V.A. flash drive to enter the PTE.

Note that:

- Most "netbook" and many "ultraportable" laptops do not meet the screen size and resolution requirements and thus will not work with the PTE.
- We don't recommend Toshiba Satellite or Satellite Pro laptops because of their often incompatible designs.

Additional Test Credits: Test credits are used by the T.O.V.A. program whenever a test has been given in order to receive results. T.O.V.A. kits come with 5 test credits ready to be used. Additional test credits are purchased through The TOVA Company. Cost per test credit, after the initial five, is \$10 each international. All in US funds. T.O.V.A. test credits ordered during any one-month's time period will be billed the following month. There are Special Rate Programs available for selected Research, Training, Educational, & Government facilities, however, pre-approval is required and there is an application process. Please contact The TOVA Company for more information.

Shipping: International orders cost \$80.00 minimum US funds only. International shipments are shipped the fastest possible way. Contact The TOVA Company for an international shipping quote or if you have special service requests. The TOVA Company is not responsible for any duties, fees, or taxes that may occur with customs.

Schedule: Most orders placed before 11AM Friday are processed and shipped that week pending verification and inventory. Actual FedEx delivery time from our CA office can be another 1-6 business days, depending on the destination. Expedited requests will be shipped faster than standard.

Returns: The TOVA Company offers a 30-day money back guarantee on the T.O.V.A. kit and unused test credits purchased with the kit. If you are not satisfied for any reason, simply return the complete kit within 30 days of purchase for complete refund (less shipping & any additional tests used). Test credits purchased after the initial purchase of the kit are non-refundable.

Warranty: Your TOVA device and hardware ("Product") are warranted against defects in materials and workmanship for a period of one (1) year from the date of original purchase ("Warranty Period"). If a defect arises during the Warranty Period, The TOVA Company will replace the Product at no charge using new parts.

This warranty excludes damage resulting from abuse, accident, modifications, unauthorized repairs or other causes that are not defects in materials and workmanship. If The TOVA Company receives the Product and it is determined the damage resulted from these other causes, we will charge you for the full cost of the replacement part plus shipping.

Payment: The TOVA Company accepts American Express, Visa, MasterCard and Discover credit, Paypal, checks, or money orders. See [Payment Terms](#) for more details. Please make checks or money orders payable to **THE TOVA COMPANY**. We accept U.S. dollars only. Do not send cash.

Purchase Order Customers: If a proforma invoice or quote is needed, please contact The TOVA Company, we will be happy to provide any information you require. Please send hard copy of purchase order with order.

Bank Check Or Wire Payments: 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.

Bank Information:

Bank Name:	US BANK
Banker Branch:	US BANK WASHINGTON, SEATTLE, WA
Sort Code / IBAN No./ SWIFT CODE:	USBKUS44IMT
Account Number:	Contact The TOVA Company
ABA Routing Number:	Contact The TOVA Company

Guidelines for Completing the Order Form:

Billing Information: For all invoicing, please complete the billing information section. For the telephone number, use the accounting department or responsible party's contact.

Credit Card Information: We verify all credit cards and addresses to protect the card holders. To avoid processing or shipping delays, please use the exact info from the credit card statement. For the telephone number, use what's on file with the card issuer.

Shipping Information: The shipping name, address and main phone number must be verifiable in an on-line telephone directory or Internet search. If not, the shipping address has to be listed with the credit card as either the billing or alternate shipping address.

Clinical Contact Information: If the end user is not listed in billing or shipping contacts, please include them somewhere on the form so that we can provide effective service and support.

Delivery: To complete a secure shopping experience, all deliveries may require a direct signature upon receipt.

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