

OHIO CHILD CARE TIME, ATTENDANCE AND PAYMENT (TAP) SYSTEM

REPAIR AND REPLACEMENT POLICY

Upon discovering an issue with the equipment, the Program will contact KinderSystems Ohio TAP Support by email or phone at supportOH@kindersystems.com or (833) 866-1708.

Support will try to diagnose and resolve the issue remotely. If this is not possible, the Program will have to return the device.

The support center will ship a package with a new Attendance Device. The Attendance Device will be mailed with informational materials so the Program can return the broken or defective Attendance Device back to KinderSystems.

If the Attendance Device was defective, the Program will not be charged.

If the Attendance Device is broken due to the Program's misuse, a fee may be assessed, up to but not exceeding the cost of a new Attendance Device plus shipping and handling charges.

If the Attendance Device is reported by the Program as missing or stolen, the cost of a new Attendance Device may be assessed.

KinderSystems tracks the number of times a Program reports a stolen or broken Attendance Device. If a cost will be charged to the Program, KinderSystems will collect reimbursement directly from the Program. KinderSystems may refer a Program to the Ohio Department of Children and Youth (DCY) who will notify the Program in writing if DCY intends to adjust the Program's payment to recover the cost of Attendance Device repair or replacement.

If the Program no longer cares for publicly funded children, the Program must return the Attendance Device to the KinderSystems Support Center. The equipment should be returned no more than 30 days after the authorization end-date for their last publicly funded child, unless special arrangements are made with the Program (example: The program contacts the Support Center because they plan to have another publicly funded child enrolled within 60 days).

If the Program fails to return the Attendance Device for any reason, KinderSystems has the right to collect payment directly from the Program, including filing a lien and court action if deemed necessary.