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REPAIR POLICY

A repair is required when a device is not working properly. The device needs to be sent to an Authorized Service Center or the Budapest Home Office.

A device should not be sent in for repair more than 2 times for the same issue. If the device has not yet been sent to the Budapest Home Office for repair and is still found to be defective after 2 repairs, then it must go to the Budapest Home Office for one final repair. If the Budapest Home Office determines that the device is not able to be repaired, then it will be replaced under the following terms:

1. Upon the determination by the Budapest Home Office that a device cannot be repaired, the Budapest Home Office may authorize the replacement of the device. Such authorization shall be made by either Edit Barota, Quality Systems Supervisor on edit@qxsubspace.com or Richard Lloyd, Regulatory Manager on richard@qxsubspace.com.
2. For this purpose, the Budapest Home Office may require the return of the faulty device for examination prior to authorizing its replacement. It may be replaced with the current version of the device at that time.
3. Upon receipt of authorization to replace a device, the Service Center’s stock shall be checked to locate a replacement device. The serial number of the replacement device shall be reported to the Broker for updating of their traceable database. The delivery of replacement devices will be facilitated by the Broker’s Customer Service/Technical Support.
4. Where a faulty device has not already been returned to the Budapest Home Office, it shall be sent to the Service Center in accordance with the Shipping Policy. The Service Center shall return faulty devices to the Budapest Home Office for further examination. Such returns shall be made as needed but within a reasonable time frame.

The SCIO is covered under a warranty period of two (2) years from the date of purchase. More details of the warranty can be found in the Warranty Contract in the SCIO User Manual 200003 on the website www.qxsubspace.com.