

WARRANTY POLICY

The following Warranty Policy will explain the Warranties available for SCIO Universal Electrophysiological Biofeedback Systems purchased as either New Devices or Used Devices. By registering your device on www.qxsubspace.com, this information will automatically be determined based on the serial number of your device.

WARRANTIES FOR NEW DEVICES:

- New Devices purchased through a contracted Representative (for the current list please check www.qxsubspace.com under Representatives), the device has an automatic Warranty which is valid two (2) years from the date of purchase.

WARRANTIES FOR USED DEVICES:

- Used Devices purchased through a contracted Representative (for the current list please check www.qxsubspace.com under Representatives), the device has an automatic Warranty which is valid one (1) year from the date of purchase.
- This Warranty for Used Devices is not valid on Used Devices sold from a private individual to another private individual. However, there is the option to initiate a Warranty. For more information please Revising a Warranty below.

KEEPING A WARRANTY ACTIVE

1. Keeping a Warranty Active means that the device will always have a Warranty available by purchasing a Warranty Extension. Three (3) months before the end of the Warranty period, you will get an automatic e-mail (due to your registration on www.qxsubspace.com) reminding you of the upcoming end of your Warranty and informing you of the options to purchase a Warranty Extension.
2. You may extend for one (1) year at the cost of 250 EUR if you purchase the Warranty Extension before the end of the initial two (2) year warranty. This means that you will always have an Active Warranty.

REVISING A WARRANTY

1. If your Warranty has expired (or if you never had one due to a Used Device purchase through a private individual), you have the option to Revise a Warranty.

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2. You must first have your device Refurbished by an authorized Service Center. (see the Refurbishing a Device Policy and the Service Centers Policy for more information).
3. Once a Warranty is Revised, it is possible to Keep a Warranty Active by following the instructions above under Keeping a Warranty Active.


GENERAL INFORMATION

1. If a SCIO is outside of a warranty and you wish to have a refurbishment or repair completed, then the cost is 350 EUR per refurbishment or repair.
2. If the SCIO is within the warranty, then you are permitted one (1) voluntary refurbishment every two (2) years starting after the initial two (2) year Warranty is complete. However, this would mean that you are without a device for a short time so you must coordinate this with an authorized Service Center.
3. Head Harnesses and Limb Harnesses are only covered with a separate warranty for six (6) months as stated in the Warranty Contract.
3. If you wish to get your device Refurbished at any time outside of a Warranty, please see the Refurbishing a Device Policy on www.qxsubspace.com.
4. The estimated Lifetime of the device is eight (8) years. Therefore, the maximum time that you can purchase a Warranty Extension is up to eight (8) years after the manufacture date of the device (Note: the manufacture date of the device is determined by the serial number). After this time you only have the following options:
 - a. pay for any Service or Repair as necessary; or
 - b. Refurbish your device; or
 - c. Upgrade or Trade-In to the latest device under the current upgrade options (see the Upgrade Policy on www.qxsubspace.com for more information).

IMPORTANT INFORMATION

All of the options to purchase a Warranty Extension, Refurbish a Device, or Service a Device can be found by logging into your account on www.qxsubspace.com and following the menu options and instructions for your choice. By doing this online, then the history of your device, its Warranty and any refurbishment or service will be maintained in the database to show the complete history of your device.

To find out what is covered under the Warranty, please refer to the Warranty Contract in the Appendix of the SCIO User Manual 200003, which can be found under the Downloads section after you log into your account on www.qxsubspace.com.



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If the Customer opens the SCIO Box then the Warranty is void and the only option to get a new warranty is to Revise a Warranty.

If there are any questions, please feel free to contact your Broker/Networker, or Edit Barota, Supervisor of Repairs, Returns and Upgrades on edit@qxsubspace.com.