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## REPLACEMENT POLICY

Problems with devices shall be reported to your Broker’s Customer Service/Technical Support. In the event that Customer Service/Technical Support is not able to resolve the problem, the device may be sent to an authorized Repair Facility for repairs. In cases where the Repair Facility is unable to repair the device, the Repair Facility shall report the problem to the Budapest Home Office.

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 on [edit@qxsubspace.com](mailto:edit@qxsubspace.com) or Richard Lloyd on [richard@qxsubspace.com](mailto:richard@qxsubspace.com).

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.

Upon receipt of authorization to replace a device, the Repair Facility’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.

Where a faulty device has not already been returned to the Budapest Home Office, it shall be sent to the Repair Facility in accordance with the Return Policy. The Return Facility 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.