

Maitreya Kft.
“The Budapest Home Office”
Kálvária tér 2, 1089
Budapest, Hungary

Tel.: +36 1 303-6043

www.qxsubspace.com

REFURBISHING A DEVICE POLICY

It is possible that the complex computer parts of your Universal Electrophysiological Biofeedback System, while being properly used, could become less effective than when it was originally purchased. For this reason, it is possible to Refurbish your device.

We offer a few options to refurbish your device in connection with the Warranty Contract (please check the Warranty Contract as stated in the SCIO User Manual 200003) and the Warranty Policy (please see the Warranty Policy on www.qxsubspace.com under Policies and Procedures).


All orders for Refurbishing as well as Warranty Extensions must be ordered online by logging into your own account on www.qxsubspace.com.

The options for refurbishing a device include the following and payment can be made through PayPal.

- 350 EUR for the Refurbishment to the device (unless your device is under Warranty then you are permitted one (1) voluntary Refurbishment every two (2) years starting after the initial two (2) year Warranty is complete.
- 150 EUR for a new Head Harness.
- 150 EUR for a new Limb Harness.
- 250 EUR for a Warranty Extension for one (1) year. This may be purchased within three (3) months before the current Warranty expires. You will receive an automatic email from your account on www.qxsubspace.com reminding you of the upcoming expiration of your Warranty and the option to purchase a Warranty Extension. (For more information please see the Warranty Policy).

You will need to send your device to an Authorized Service Center as per the Service Center Policy. Please be sure to follow the instructions detailed in the Shipping Policy. The turnaround time for shipping, customs clearance, the refurbishment, and return shipping can vary depending on your location and the Service Center of your choice. Some Service Centers might have a Loaner device that they can offer during the time of your repairs. Due to the time constraints and organization of the refurbishment it's important to plan carefully.

Once your device is received by a Service Center, a technician will run a thorough computer check on your device and refurbish any parts that are determined to need refurbishing. After this



Maitreya Kft.
“The Budapest Home Office”
Kálvária tér 2, 1089
Budapest, Hungary

Tel.: +36 1 303-6043

www.qxsubspace.com

is complete, your refurbished device will be shipped back to you along with any other items that you may have ordered.

For general questions you can always contact your Broker or Representative, or Edit Barota, Supervisor of Repairs, Returns and Upgrades on edit@qxsubspace.com.