



“The Budapest Home Office”

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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).

The options for refurbishing a device include the following:

- 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). If the warranty has already expired, the customer can only purchase warranty if the device was sent back for refurbishment. In this case the one (1) year warranty and the refurbishment will cost 500 EUR.

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

Below you can see the steps how to send your device for refurbishing through the website:

1. If you have already registered then after login click on “MY QXSUBSPACE” button on the top right side of the webpage.
2. On the top left side you will see “Service/Warranty”. Click on it. You will see all of the devices listed under your name.
3. Under Purchase you can see one of the following options:
 - a. Warranty purchase: if you have purchased your device within eight (8) years
 - b. Service: if your device is older than eight (8) years
 - c. Warranty extension: in this case your device is still in the warranty period, and you can send back the device to refurbishment as “Service” without any cost.
4. Click on “Service” or “Warranty purchase” depends on which option is available for you.
5. Click on “add to cart” next to the “Just refurbishment”.
6. Click on “Finalize order”, please double check your delivery details, and if you find it appropriate choose a Service Center where you’d like your device to be sent back for refurbishment.
7. Fill in the “Description of the problem” field, then “Resume order”.



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8. A PayPal link will appear, click on it to pay the refurbishment fee.
9. And then you can send your device for refurbishment to the selected Authorized Service Center as per the Service Center Policy, following the instructions detailed in the “Shipping Policy”.
10. When receiving back your refurbished device from the Service Center, login, and under “Service/Warranty” click on the “Device received” button under “Purchase”.

The turnaround time for shipping, customs clearance, the refurbishment, and return shipping can be as long as four (4) weeks. You may contact your Broker for a Loaner if needed. Therefore, 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 is complete, your refurbished device will be shipped back to you with any other items that you may have ordered.

If you have any questions, you can always contact your Broker/Networker or Edit Barota, Supervisor of Repairs, Returns and Upgrades on edit@qxsubspace.com.