



“The Budapest Home Office”

Kálvária tér 2., 1089

Budapest, Hungary

Tel.: +36 21 252 3503 (HU)

+27 21 813 6020 (SA)

+1 (989) 681 1063(USA)

## REPAIR POLICY

A repair is required when a device is not working properly. The SCIO Universal Electrophysiological Biofeedback System is covered under a warranty period of two (2) years, from the day of purchase.

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

1. First go on our official website [www.qxsubspace.com](http://www.qxsubspace.com) and you need to register. If you have already registered then after login click on “MY QXSUBSPACE” button on the top right corner of the webpage.
2. On the top left corner 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 repair.
7. Fill in the “Description of the problem” field, then “Resume order”.
8. A PayPal link will appear, click on it to pay the refurbishment fee.
9. And then you can send your device for repair to the selected Authorized Service Center as per the Service Center Policy, following the instructions detailed in the “Shipping Policy”. You are responsible for shipping costs to Budapest. We will cover the shipping costs when returning the device to you.
10. When receiving back your repaired device from the Service Center, login, and under “Service/Warranty” click on the “Device received” button under “Purchase”.

If your device is not in the warranty period the repair cost will be 350 EUR, if it’s in the warranty period, then the repair will be free.

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.

To see our official Service Centers, please go on [www.qxsubspace.com](http://www.qxsubspace.com) and under Policies and Procedures read the “Service Centers Policy”.

A device should not be sent in for repair more than two (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 two (2) repairs, then it must go to the Budapest Home Office for one (1) final repair. If the Budapest Home Office



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determines that the device is not able to repaired, then it will be replaced under the terms found in the “Replacement Policy”.

More details of the warranty can be found in the Warranty Contract in the SCIO User Manual 200003 on the website [www.qxsubspace.com](http://www.qxsubspace.com) under DOWNLOADS.