



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, the EDUCTOR is covered under warranty period one year (1) and the QUEST9 Biofeedback System is covered under warranty period of two (2) years from the day of purchase.

You are responsible for shipping costs to Budapest. We will cover the shipping costs when returning the device to you.

If your device is not in the warranty period, the repair cost will be calculated according to the problems found. The repair will only take action if the repair fee is paid by the customer. If it's in the warranty period, then the repair will be free.

The turnaround time for shipping, customs clearance, the repair, and return shipping can be as long as four (4) weeks. You may contact your Broker for a Loan device if needed. Therefore, it's important to plan carefully.

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 determines that the device is not able to be 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 Appendix of the SCIO User Manual, EDUCTOR User Manual and QUEST9 on the website www.scio-educator.com under "Downloads/Manuals".

If you have any questions, you can always contact your Sales Representative or our office, on info@scio-educator.com.