



## WARRANTY POLICY

The following Warranty Policy will explain the Warranties available for Universal Electrophysiological Biofeedback Systems purchased as either New Devices or Used Devices. By registering your device on [www.scio-educator.com](http://www.scio-educator.com), this information will be available after login.

### **WARRANTIES FOR NEW DEVICES:**

New Devices purchased through a contracted Sales Representative (for the current list please check [www.scio-educator.com](http://www.scio-educator.com) under PURCHASING / INTERNATIONAL REPRESENTATIVES), have an automatic warranty which is valid two (2) years from the date of purchase.

### **WARRANTIES FOR USED DEVICES:**

- Used Devices purchased through a contracted Sales Representative (for the current list please check [www.scio-educator.com](http://www.scio-educator.com) under PURCHASING / INTERNATIONAL REPRESENTATIVES), have an automatic warranty which is valid one (1) year from the date of purchase.
- This warranty for Used Devices is not valid on Used Devices sold from a private individual to another private individual.

### **GENERAL INFORMATION**

1. You are responsible for shipping costs to Budapest. We will cover the shipping costs when returning the device to you.
2. If the device is within the warranty, then you are permitted one (1) voluntary refurbishment every two (2) years starting after the initial two (2) year Warranty is complete. However, this would mean that you are without a device for a short period of time, so you must coordinate this with an authorized Service Center.
3. Head Harnesses and Limb Harnesses are only covered with a separate warranty for six (6) months as stated in the Warranty Contract.
4. The estimated Lifetime of the device is five (5) years. (Note: the manufacture date of the device is determined by the serial number). After this time, you only have the following options:
  - a. pay for any Service or Repair as necessary; or
  - b. Upgrade or Trade-In to the latest device under the current upgrade options (see the Trade-in Policy on [www.scio-educator.com](http://www.scio-educator.com) for more information).



### **IMPORTANT INFORMATION**

To find out what is covered under the Warranty, please refer to the Warranty Contract in the Appendix of the SCIO User Manual, EDUCTOR User Manual, or QUEST9 User Manual which can be found under the “Download/User Manuals” section after you log into your account on [www.scio-educator.com](http://www.scio-educator.com).

If the Customer opens the SCIO/EDUCTOR/QUEST9 Box, then the Warranty is void and in case of repair the repair fee will be charged.

If there are any questions, please feel free to contact your Sales Representatives, or our office on [info@scio-educator.com](mailto:info@scio-educator.com) .