



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, 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 under PURCHASING / INTERNATIONAL REPRESENTATIVES), have an automatic warranty which is valid three (3) 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 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. Head Harnesses and Limb Harnesses are only covered with a separate warranty for six (12) months as stated in the Warranty Contract. If the malfunction is caused by improper use, the warranty does not apply to the harnesses.
3. The estimated Lifetime of the device is five (5) years. Therefore, the maximum time that you can purchase a Warranty Extension is up to five (5) years after the manufacture date of the device (Note: the manufacture date of the device is determined by the serial number). After this time, you only have the following option:

pay for any Service or Repair as necessary



IMPORTANT INFORMATION

To find out what is covered under the Warranty, please refer to the Warranty Contract in the latest User Manual which can be found under the “Download/User Manuals” section after you log into your account on www.scio-eductor.com.

If the Customer opens the SCIO/Mandelay Quest 9/HOH 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 Ibolya Bodzsár info@scio-eductor.com.