

## **SCIO LIMITED WARRANTY**

**LIMITED WARRANTY COVERAGE:** Quantum World Vision Biofeedback warrants to the end-user that the SCIO Biofeedback Device will be free from defects in materials and workmanship for a period of two years for New and Refurbished; six months for Pre-Owned. The Harness Set - Limb and Head Straps, is warranted for a period of six months. If a computer was supplied as part of the “purchase package”, it is NOT covered under THIS warranty. The computer has its own separate warranty issued by its manufacturer.

**WARRANTY COVERAGE COMMENCEMENT:** Warranty begins 14 days after the SCIO is shipped to the purchaser.

**WHAT IF I NEED WARRANTY SERVICE?** For SCIO product warranty and repair services, contact us at: 1-877-388-3009 in USA & Canada Toll Free, or 1-250-646-2740 Worldwide or email us at [info@quantumworldvision.com](mailto:info@quantumworldvision.com)

During the two-year limited warranty period, Quantum World Vision (or its authorized service representative) will repair any SCIO hardware products returned to us that prove to be defective in materials or workmanship. We will replace any defective part, if we determine that it needs to be replaced. If Quantum World Vision is not able to repair the part or product, we will replace it with genuine SCIO parts or product that is new or refurbished.

When you contact us via telephone or email regarding a service issues, we will send a service return authorization by email to you to include with your return. You must return the products to us in their original or equivalent safe packaging and prepay the shipping charges. We will return the repaired or replacement products to you. If the product being returned has been repaired or replaced under the warranty, we will prepay to ship the repaired or replaced products back to you if you use and address in Canada or the Continental United States (excluding Puerto Rico and USA territories). Otherwise, Quantum World Vision will share / split the cost with the customer to return / ship the product (\*Quantum World Vision’s share will be a max ½ ship cost or \$50USD, whichever is the lesser). If the product being returned has not been repaired or replaced under the warranty, the shipping cost is the responsibility of the customer, which includes the option of shipping method. In the case of International product returns, Quantum World Vision is not responsible for custom duties, import taxes, or other costs outside of shipping fees.

If after inspection, we determine that the product problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**IS THE LIMITED WARRANTY TRANSFERABLE?** Yes, the Limited Warranty is transferable upon Quantum World Vision’s ability to record and contact the purchasing party for verification purposes.

### **NOT COVERED UNDER THIS LIMITED WARRANTY:**

- 1) Software, including the SCIO software program and software / firmware added to the SCIO Biofeedback Device Box during production or the reloading of it. NOTE: The Software Agreement is included in a separate agreement form and/or as displayed in the software program.
- 2) Problems that result from external causes such as accident, abuse, misuse, or problems with electrical power.
- 3) Service or repair completed by a non-authorized SCIO repair center.
- 4) Problems caused by using parts or components for repair not supplied or authorized by SCIO.
- 5) By usage that is not in accordance with product instructions and maintenance procedures.

- 6) A malfunction of the SCIO Device by reason of a Non-SCIO approved accessory or attachment connected to the SCIO device. (Vendors may apply and be granted the right to proclaim the SCIO Product Approval Seal of confirmation of safety protocols met).
- 7) A SCIO Product with missing or altered Service Stickers or Serial Numbers.
- 8) Limited Warranty service will not be provided for SCIO Devices that Quantum World Vision has not received payment for or is under a financial payment agreement.
- 9) The SCIO Harness Set. The warranty description and terms for the Harness Set, as provided by the manufacturer of it, is included in this document.

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS; YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). SCIO RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR / REPLACEMENT AS SET FORTH IN THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND USE FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD. NO WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE. SOME USA STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THANK YOU.**