
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 three (3) years and the Mandelay Q9 covered under warranty period one year (3) 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 place if the 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 Loaner if needed. Therefore, it's important to plan carefully.

More details of the warranty can be found in the Warranty on the website

<https://vibeyoup.com/>

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