



Warranty and Service Policies for Q5X Products

(Subject to change, always refer to current policies posted at www.q5x.com)

The term of warranty coverage is generally one year unless otherwise. Warranty services are performed without charge.

Warranty covers

Only new Products that have been fully paid for by the customer.

Defects in material and workmanship.

Warranty does not cover

Products that have been abused, misused, subject to environmental conditions outside of published parameters, or otherwise damaged.

Shipping to and from Q5X.

Conditions relating to Warranty and Non-Warranty Work

Proof of purchase by customer will be required. A copy of the receipt with date of purchase and full address of purchaser will be sufficient to claim warranty.

The Product will either be repaired or replaced at the discretion of Q5X.

Non-Warranty repairs will be evaluated, and an estimate will be provided by fax or email. If a fax number or email address is not available, a copy of the estimate will be mailed to the customer. If a response to the estimate has not been received within 30 days, a final notice will be sent by letter/fax/e-mail stating that the Product(s) will be discarded after 6 months.

Service Policy

Warranty service will be performed at no charge. Customer prepays all shipping, insurance, brokerage, customs and other carriage costs.

Q5X in its sole and absolute discretion will determine whether a repair will be performed in warranty or out of warranty upon inspection of the Product.