



## **Warranty and Service Policies for Q5X Products (Q5X.com/support)**

The term of warranty coverage is one year for all Q5X manufactured products unless minimum legal requirements in your country differ (Example EU warranty 2 years). For 3<sup>rd</sup> party items sold by Q5X, the warranty period is the same as the 3<sup>rd</sup> party warranty to Q5X, unless minimum legal requirements in your country differ.

### **Warranty covers**

All new Products that have been purchased directly from Q5X or from one of its authorized dealers.

Any and all defects in material and workmanship.

### **Warranty does not cover**

Repairs to products that have been abused, misused, subject to environmental conditions outside of published parameters, or otherwise damaged by the user.

Shipping product to Q5X for warranty repair work.

### **Requirements for Warranty and Non-Warranty Work**

Registration of product via the Q5X website at [www.q5x.com/support](http://www.q5x.com/support).

Defective products will either be repaired or replaced, at the discretion of Q5X.

Non-Warranty repairs will be evaluated, and an estimate of time and costs to repair 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 to the customer by letter/fax/e-mail stating that the product(s) will be discarded after 6 months unless we receive instructions.

### **Service Policy**

Service work under warranty will be performed at no charge. Customer is responsible for all shipping, insurance, brokerage, customs, and other carriage costs.

Q5X in its sole and absolute discretion will determine whether a repair will be covered under warranty.