



# FACTORY SERVICE TICKET

LiTen Up Technologies, Inc.  
27850 Irma Lee Circle, Suite 106  
Lake Forest, IL 60045  
support@myQBOT.com

Name: \_\_\_\_\_  Customer  Dealer

Dealership/Store where purchased: \_\_\_\_\_ Date: \_\_\_\_\_

Ship To Address: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_ Serial Number: \_\_\_\_\_

QBOT  QCC, Sidekick  Other

Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Your signature & submission of this form serve as acknowledgment of terms below:

### To obtain Factory Service to your item/s by submitting this 2-page Service Ticket, you agree that:

- A non-refundable minimum service fee is required and applies even if no repair is needed.
- Submission authorizes diagnostic evaluation and repair, including parts replacement if required.
- Typical turnaround is 1–3 weeks, excluding shipping.
- Items ship after final payment is received.
- Send only items needing service — extra parts may cause delays and added fees.

### Service Terms & Authorization ~ initials required for each item confirming acceptance

\_\_\_\_\_ **Minimum Service Fee** ~ I understand a non-refundable minimum fee is due at submission and covers diagnosis only (parts not included). Fee Schedule:

\$180 for QCC / Sidekick	\$305 for Long-arm stitch regulator (approval required)
\$205 for QBOT V3	\$500 for Long-arm sewing machine (approval required)

\_\_\_\_\_ **Repair Authorization** ~ I authorize repair and/or replacement of components as needed. If repair exceeds replacement cost, I will be contacted.

\_\_\_\_\_ **Eligibility & Upgrades** ~ I understand QBOT service requires Version 3 (V3). Versions 1–2 require upgrade/retrofit; additional fees apply.

\_\_\_\_\_ **Items Sent for Service & Turnaround** ~ I will send only genuine electronic items requiring service. Third-party or non-approved components will be replaced with genuine factory components and added to final invoice. Inclusion of extra parts/hardware may result in delays or additional charges. I understand that typical service turnaround time is 1–3 weeks.

\_\_\_\_\_ **Payment & Return Shipping** ~ I understand that payment details for the final invoice will be emailed upon service completion. Payment is required prior to return shipment. I further acknowledge that any parts I send in which are replaced due to being non-repairable will not be returned and may be retained or disposed of by the Service Department.

\_\_\_\_\_ **Warranty** ~ If repair is covered under warranty, eligible repair costs may be waived. See warranty terms and details.

List item(s) for service on the next page



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**LIST ITEM(S) FOR SERVICE**

**Your Name:** \_\_\_\_\_

**Please list the components being sent into the factory - visit our "Parts" page for assistance. IMPORTANT: Send only electronic items for which you require service/repair. Inclusion of extra parts will result in additional fees and delayed turn-around. Do not send hardware/nuts/bolts.**

**Serviceable Item:** \_\_\_\_\_

**Description of problem:** \_\_\_\_\_

\_\_\_\_\_

**Serviceable Item:** \_\_\_\_\_

**Description of problem:** \_\_\_\_\_

\_\_\_\_\_

**Serviceable Item:** \_\_\_\_\_

**Description of problem:** \_\_\_\_\_

\_\_\_\_\_

**Serviceable Item:** \_\_\_\_\_

**Description of problem:** \_\_\_\_\_

\_\_\_\_\_

Total Number of Items **included in your shipment.** \_\_\_\_\_  
Total Number of Items **included which need service.** \_\_\_\_\_