



FACTORY SERVICE TICKET

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

PLEASE FILL OUT COMPLETELY AND RETURN WITH ITEM(S) TO THE ABOVE ADDRESS

To obtain Factory Service to your item(s), send us:

1. This 2-page form, completed in its entirety (reserve a copy for your records);
2. Copies of Proof of Purchase & Correspondence with our Support Team ~ if you have them
3. Your item(s) for service ~ do not send items for which service/repair is not needed.

Service to QBOT components requires it be V3; version 1 or 2 will be upgraded/retrofitted first; fees apply.

Name: _____

- Dealer
 Customer

Dealership/Store where purchased: _____

Date: _____

Ship To Address: _____

Phone Number: _____

QBOT Serial Number: QB0 (ex QB0xxxx)

Firmware Version: _____ (ex x.xx)

E-Mail Address: _____

Signature: _____

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

- LiTen Up Technologies, Inc. will diagnose/repair the item(s) submitted. Customer is responsible for non-refundable minimum fee - see below; due at time of submission. Note: this initial fee does not cover parts.
Forms of payment: check drawn on a US bank or US Postal Money Order
For non-US/international, contact orders@myqbot.com
- Current minimum fee schedule: \$170 for QCC (mid-arm) and Sidekick, \$195 for QBOT V3, \$305 for sewing machine/stitch regulator service with prior approval from Support Team.
- Form submission pre-approves repair and/or replacement of any components required to resolve the issue. If the fee is greater than the purchase of a new unit, we will contact you.
- If the Technician's diagnosis results in the determination that a repair is not needed (the item is in functioning order and nothing is wrong with it), the minimum fee is applied.
- If repair is covered under warranty, repair costs may be waived. See warranty for details.
- Typical service turnaround is currently 1-3 weeks. Return shipment may be in alternate packaging; we regret we cannot guarantee return of the inbound packaging/box.

- **IMPORTANT: After the service is complete, an invoice for the balance due will be emailed. Please indicate payment method below. Upon receipt of funds, the item(s) will be shipped.**

via check/money order

via online payment
convenience fee applies

Initial to confirm

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 items for which you require service/repair. Inclusion of extra parts may result in additional fees and delayed turn-around. Do not send hardware/nuts/bolts.

Serviceable Item: _____

Description of problem: _____

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