

## Shipping/Packaging Instructions for shipments made from outside the USA

*Thank you for choosing LiTen Up Technologies, Inc. (“LiTen Up”) to provide Service/Repair to your QBOT®, Quilter’s Cruise Control®, Free Motion Assistant, or other product/component that we manufacture.*

Dear Valued Customer,

To have your item serviced, repaired, upgraded, or retrofitted, please follow the guidelines below for proper packaging. Note: failure to adhere to these procedures will result in additional fees, as well as a delay in processing.

Please prepare your item for shipment to LiTen Up Technologies, Inc. in the following manner:

1. When preparing your shipping documents:
  - indicate that you are shipping it **“Free Domicile”**
  - **DO NOT** indicate that the receiver will be responsible for ANY shipping, customs, brokerage, or other such fees.
2. For QBOT upgrade/retrofit shipments, mark the package as follows:
  - “Declaration of Contents – (1) QBOT sewing machine accessory valued at \$1800 USD (or equivalent in country currency). This QBOT is being returned for warranty repair and operational enhancement to avoid the need for future repairs. The cost of this work, excluding shipping is \$1899 USD. After the work is completed, this QBOT will be returned to the customer in their home country. LiTen Up Technologies, Inc. will charge the customer \$1899 USD + a shipping fee prior to return shipment.”
3. For QCC and FMA shipments, see #2, but adjust the “sewing machine accessory” designation and associated monetary amounts.
4. We recommend insuring the QBOT Head for \$1800 USD, the QCC Brain for \$300 USD, and the FMA for \$300 USD (or equivalent in other currencies).
5. If LiTen Up Technologies, Inc. should receive a bill for the charges, including brokerage fees, the customer will be responsible for those fees. This should not be an issue if the QBOT, QCC, or FMA is shipped as indicated above in #1 and #2 about using the terminology noted as appropriate.

Again, thank you for choosing LiTen Up for your service.

Sincerely,  
The Support Team