

LiTen Up Technologies, Inc.
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Lake Forest, IL 60045
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support@myQBOT.com

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® and/or its components 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 – (2) QBOT sewing machine accessories replacement value is \$1300 USD (or equivalent in country currency). These components are being returned for warranty repair and operational enhancement to avoid the need for future repairs. The cost of this work, excluding shipping is \$170 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 a shipping fee prior to return shipment."
3. 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 components are 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