

# CUSTOMER ASSISTANCE CALL PROGRAM

LITEN UP TECHNOLOGIES, INC.

Thank you for requesting information and/or assistance in setting up, operating, and/or troubleshooting your QBOT and/or Quilter's Cruise Control (QCC). Whether you have an "educational" or technical question about the operation of your QBOT/QCC, we are happy to assist you.

So that we can efficiently help you get the answers and assistance you need, we need information about your particular set-up and problem/issue. Please fill out this 3-page form in its entirety so that we can narrow down your area of concern. We want to be able to assist you as clearly and completely as possible. Please also follow up with photos and/or video of your equipment installation, the procedure you're following, the trouble you're encountering, etc. Send to: [support@myqbot.com](mailto:support@myqbot.com)

We require these photos/videos so we can "see" what you are seeing. Without them, incomplete requests will result in delays in appointment scheduling. Fax this completed form to us at 847-918-8265. When we have received this form, we will send you an online invoice for payment of the consultation fee. When payment is received, we will reserve the time for your appointment and make the call to you. Your payment will allocate our time for (1) call plus (1) email message recapping the results of the call. If the call does not require the entire allocation of time, there is adjustment/refund. If additional calls or emails are required, another invoice will be sent. Duplicative information provided below need not be re-entered, however additional photos/videos may be required.

**IMPORTANT:** It could be that the issues/problems cannot be resolved during the phone call, that we may be unable to assist you; the charges paid will not be refunded.

## Part I: Customer Information

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Telephone number(s)\* \_\_\_\_\_  
Email Address \_\_\_\_\_

\*If a call is outside the US, there may be an adjustment to the cost of the call.

## Part II: Product Purchase Information

Where purchased \_\_\_\_\_ Purchased:   New   Used  
Date of purchase \_\_\_\_\_

\_\_\_\_\_ Initials

**Part III: QBOT/QCC Quilting Set-Up**

QBOT/QCC serial Number \_\_\_\_\_  
QBOT/QCC version \_\_\_\_\_  
Sewing Machine make/model \_\_\_\_\_  
Frame make/model/set-up length \_\_\_\_\_

**Part IV: Problem/Assistance**

Nature of the problem: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Evidence of the problem: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Part V: Customer Actions to Resolve Issue**

What have you done to get the answer to your problem?

- My Dealer (contact: \_\_\_\_\_)
- QBOTSquad user group
- QBOT Quilting YouTube Channel
- Support Team (Date: \_\_\_\_\_)

What were you able to determine at each step in the process of using the QBOT/QCC? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Part VI: Desired Date/Time of Assistance Call\*\***

- 1<sup>st</sup> Preference (include time zone) \_\_\_\_\_
- 2<sup>nd</sup> Preference (include time zone) \_\_\_\_\_
- 3<sup>rd</sup> Preference (include time zone) \_\_\_\_\_

**Part VII: Pricing Information (USD)**

- Workday Hours (8:30 am – 4:30 pm Central Time)
  - 30-minute call \$50
  - 31-60-minute call \$75
  
- Evening Hours (after 4:30 pm Central Time Monday through Thursday)
  - 30-minute call \$65
  - 31-60-minute call \$95
  
- Weekend Hours (Friday after 4:30 pm Central Time and Saturday and Sunday)
  - 30-minute call \$120
  - 31-60-minute call \$180

\*\*Please request dates/times when you will be at your QBOT/QCC/sewing machine/quilt frame set-up to walk thru various operations we may ask of you. We want to be able to quickly understand your area of concern so we can get you back up and quilting as soon as possible.

If the assistance needed requires one of our technical specialists, there is an additional \$75 fee. However, if that call results in the need for you to send in your QBOT/QCC for service/repair, the normal diagnostic fee may be waived or reduced. [Email [support@myqbot.com](mailto:support@myqbot.com) for current diagnostic/service fee.] This does not include any parts or service identified during the call.

We will email you a copy of the paid receipt with the date and time for the scheduled call. We will make every effort to address your issue within the allotted time. Having complete information from you in advance will help us identify the correct customer service representative to call you. If additional time is needed, additional charges will be added.

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