

Product Warranty – Limited Warranty

- Thank you for purchasing an XYZprinting product. Our products are made with a belief in quality design and robust manufacturing. To ensure your best experience with our product, we advise you to read the **quick installation guide** and the user manual on the **Software CD/USB flash drive** that was included in the package. **To receive updates and warranty coverage information, you should register the product at http://www.xyzprinting.com/us_en/XYZProductSerialNumber within 30 days of purchase.**
- **With any request for warranty service, you must provide the product name, serial number and date of purchase. To protect your warranty rights, please request the dealer to fill in the product information and purchase date at the bottom of this warranty card.**
- Please retain all original packaging material. If you need warranty service, please ship your product with the original packaging. Shipping without the original packaging material may cause product damage during the shipment and may result in service fees for which you will be responsible.
- **IN ALL EVENTS, THE TOTAL LIABILITY OF XYZPRINTING FOR ANY PRODUCT DEFECTS OR ANY DAMAGES ARISING THEREFROM WILL NOT EXCEED THE END-USER'S PURCHASE PRICE FOR THIS PRODUCT, PLUS ANY NECESSARY EXPENSES INCURRED BY THE END-USER IN REQUESTING WARRANTY SERVICE.**

Limited Warranty

- **What is Covered.**

Except as stated below, this Product is warranted to the original end-user buyer against any defects in material and workmanship that arise as a result of normal and reasonable use of the Product. This warranty is not transferable to anyone who subsequently purchases, leases or otherwise obtains the Product from the original end-user buyer.

- **How Long the Warranty Lasts.**

Except for the Extruder Module, Heated Bed (Print Bed) and Motor Modules, (i) if the Product is purchased from an Authorized Distributor and the original end-user buyer provides a Product Warranty Card showing the original end-user's Product purchase date or other written proof of the original end-user's Product purchase date, the Product is warranted for one year from original end-user's Product purchase date, (ii) if the Product is purchased from an Authorized Distributor but no proof of the original end-user's Product purchase date is provided, the Product is warranted for one year from the date of manufacture of the Product, and (iii) if the Product is not purchased from an Authorized Distributor, the Product is warranted for 90 days from the date of manufacture of the Product.

If the Product is purchased from an Authorized Distributor and the original end-user buyer provides a Product Warranty Card showing the original end-user's Product

purchase date or other written proof of the original end-user's Product purchase date, the Extruder Module, Heated Bed (Print Bed) and Motor Modules are warranted for 90 days from original end-user's Product purchase date. If the Product is not purchased from an Authorized Distributor or if no proof of the original end-user's Product purchase date is provided, the Module, Heated Bed (Print Bed) and Motor Modules are warranted for 90 days from the date of manufacture of the Product.

A list of Authorized Distributors may be viewed at www.xyzprinting.com.

- **What Is Not Covered.**

This warranty covers only those Product defects that arise as a result of normal and reasonable use of the Product and does not cover any other problems, including those that arise from: (i) improper maintenance or modification; (ii) use of software, media, parts or supplies not provided by XYZprinting; (iii) operation of the Product outside the Product's specifications; or (iv) unauthorized modification or misuse of the Product.

No warranty is given with respect to any consumables attached to or provided with the Product (including carton, packing materials, power cords, USB cables, filaments, user manuals and software CD/USB flash drive).

XYZprinting does not perform warranty services outside of the region where you bought the product.

- **What XYZprinting Will Do.**

In the event a Product defect is covered by this warranty, XYZprinting will repair or replace the Product at no charge to the end-user, other than any shipping charges as stated below.

- **How to Get Service.**

If warranty service is needed, in North America, please contact your original seller or email us at supportus@xyzprinting.com. In order to receive warranty service, you must provide the Product name, serial number and date of purchase.

If the Product is eligible for warranty service, you will receive a Return Merchandise Authorization (RMA) number and the address of the service center to which the Product should be shipped for warranty service. When you receive an RMA number, you must ship the Product to the specified service center with the RMA number printed on the shipping label or on the shipping carton. An RMA number is required before you ship the Product for warranty service. If you fail to include an RMA number on the shipping label or the shipping carton, any repair or replacement of the Product could be delayed.

- **Payment for Shipping Costs.**

The end-user is responsible for the costs of shipping the Product to the assigned service center for warranty service. If an end-user submits a Product for warranty service within the warranty period, the Product has a Product defect covered by this warranty, and the end-user is located within the continental U.S., XYZprinting will be responsible for the costs of shipping the repaired or replacement Product to the end-user. In all other cases, the end-user is responsible for the costs of shipping the Product back to XYZprinting. If XYZprinting determines in its sole discretion that the circumstances so warrant, XYZprinting may elect to reimburse the end-user for the end-user's shipping costs.

XYZprinting ordinarily uses ground shipping for the return of a Product to the end-user after any warranty service. If an end-user requests that the Product be returned by an alternate method of shipment, and XYZprinting agrees to the alternative method, the end-user is responsible for the costs of the shipment by the alternative method.

- **Other Terms and Conditions.**

When providing any warranty service, XYZprinting reserves the right to repair the Product with materials and parts selected by XYZprinting or to replace the Product with another product of the same kind, at the option of XYZprinting. Any replacement product may be new, refurbished, or used, provided that the replacement product has functionality at least equal to that of the Product being replaced. After any repair or replacement, the original warranty period will continue from the end-user's purchase date without extension or renewal.

XYZprinting may charge the end user for all costs incurred by XYZprinting with respect to a Product submitted for warranty service under any of the following circumstances:

- **Misuse:** In the case of any defect or damage to the Product caused by incorrect use, improper installation, abnormal wear, physical damage or deformation caused by falls or blows, burnt circuits resulting from action by the user, broken or bent interfaces or pins, or any other defect or physical damage to the product caused by misuse.
- **Incompatibility issues:** In the case of any problem not directly related to the Product itself, such as a complaint of a conflict with or interference from other electronic equipment, a failure to perform as the user expected, noise from motor operation, printing speed, or odor caused from printing.
- **Damage caused by force majeure** (such as a lightning strike, fire, earthquake, floods, civil disturbance or war, or any other event beyond human control.)
- **Any request for warranty service after expiration of the warranty period.**

Limitation of Warranties

- **THE DURATION OF ANY IMPLIED WARRANTY WITH RESPECT TO THE PRODUCT, INCLUDING ANY WARRANTY OF MERCHANTABILITY, QUALITY,**

OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE PERIOD OF THE LIMITED WARRANTY SET FORTH ABOVE. NEITHER XYZPRINTING NOR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED. EXCEPT AS EXPRESSLY PROVIDED HEREIN, XYZPRINTING DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

- Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Limitation of Liability

- THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY OR ANY DEFECTS IN THE PRODUCT.
- EXCEPT AS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY, IN NO EVENT SHALL XYZPRINTING OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF DATA OR PROFIT), WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER XYZPRINTING OR ANY OF ITS THIRD PARTY SUPPLIERS IS ADVISED OR KNOWLEDGABLE OF THE POSSIBILITY OF SUCH DAMAGES.
- IN ALL EVENTS, THE TOTAL LIABILITY OF XYZPRINTING FOR ANY PRODUCT DEFECTS OR ANY DAMAGES ARISING THEREFROM WILL NOT EXCEED THE ORIGINAL END-USER'S PURCHASE PRICE FOR THIS PRODUCT PLUS ANY NECESSARY EXPENSES INCURRED BY THE ORIGINAL END-USER IN REQUESTING WARRANTY SERVICE.
- To the extent that this Limited Warranty is inconsistent with applicable state or federal law, this Limited Warranty shall be deemed modified to be consistent with such applicable state or federal law.
- Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.