

ZORTRAX Warranty Information Form

Mr/Mrs./Ms/Miss: _____

Telephone Number: _____

Address: _____

E-mail: _____

Purchase Date: _____/_____/_____ (DD/MM/YY)

Dealer's Name: _____

Dealer's Telephone Number: _____

Dealer's Address: _____

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Device Name / Model

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Serial Number

Important: Please store this card in a secured location for future reference. ZORTRAX reserved the right to request this document before accepting repair requests.

BEFORE UNPACKING PRODUCT PLEASE READ CAREFULLY ALL ENTRIES
IN THE WARRANTY . IF NOT ACCEPT THE TERMS OF WARRANTY,
THE PRODUCT CAN UNIMPAIRED BE RETURN TO:

Zortrax S.A.
Lubelska 34
10-409 Olsztyn, POLAND

The manufacturer's (ZORTRAX) warranty (herein referred to as the "Warranty") is provided by Zortrax S.A. (herein referred to as ZORTRAX) for the Purchaser (herein referred to as the "User") of the 3D printer or the DSS station (herein referred to as the "Product"). This warranty card provided with the product is subject to the following terms and conditions. Service under this warranty is provided by ZORTRAX and / or Authorized Resellers with Premium / Distributors status.

Warranty Period of the Product:

This warranty applies for the period:

12 months for the corporate client,

24 months for the individual customer ,

from the date when the product was first purchased by the end customer ("Purchase Date"). If proof of purchase is not supplied with the product , as the start of the warranty period will be considered the date of manufacture of the product, registered by ZORTRAX .

Statutory Guarantees:

This warranty is given independently of any statutory warranty that may apply in the country of purchase and does not affect or limit such statutory warranty in any manner whatsoever.

1. General

ZORTRAX warrants the Product to be free from defects in workmanship and materials for the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, bag, mouse etc. If the Product fails during normal and proper use within the Warranty Period, ZORTRAX will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

This Warranty applies only if the Product was newly manufactured on the Date of Purchase and not sold as used, refurbished or manufacturing seconds. **Please keep the original purchase invoice and this warranty card for future service request.**

This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-ZORTRAX modifications to the product, any software programs, normal wear and tear or any other event, act, default or omission outside ZORTRAX' control. For further details, see section 6 of this WarrantyCard.

All components that a ZORTRAX Support Center repaired or replaced will be under will be warranted for the remaining duration of the original components , but not less than three months. The Repair Center may upload the latest firmware . ZORTRAX not restore or will not transfer any data or software from the original storage media (ie. SD memory card) Product. If the Product is repaired, all user generated data may be permanently deleted.

If the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of ZORTRAX.

2. Software Support

Any software delivered with the Product is provided "as-is". ZORTRAX does not guarantee uninterrupted or error-free operation of any software provided with the Product. This warranty covers the hardware of the Product. ZORTRAX will provide technical support for the Product's preinstalled software only when it concerns the proper functioning of the hardware. For other problems with the software, we advise You to review the user manuals, the ZORTRAX support web site and/or other online resources.

3. LCD OLED defect policy

Despite the highest possible standards, the intricate manufacturing of thin film transistor screen (LCD OLED) may still produce slight visual imperfections. These visual imperfections do not impair the performance of Your Product.

However, ZORTRAX will provide the Warranty service for Your ZORTRAX Product's OLED LCD.

4. Customer responsibility

When using the Product

- * Read the user manual first and use the Product only according to the user manual.
- * After finishing your work do not leave the Product connected to the power. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
- * Periodically back up your data stored on the Product (ie. SD memory card).
- * Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.
- * Do not use external devices to change the characteristics of the product.
- * Do not use other materials for print than the dedicated ones. Application of other materials can cause failure of the device's elements and invalidate the warranty.
- * Do not throw the printer, do not keep it close to fire sources and prevent animals from contacts with it. This can cause failure of the device and invalidate the warranty.
- * Do not leave the device unattended.
- * Do not interfere in the product beyond what is provided in instructions and hints indicated at www.zortrax.com in the dedicated Support section, as well as in the instructions and hints provided during contacts with the maintenance department. This can cause failure of the device and invalidate the warranty.
- * Please check the manual and the ZORTRAX support website for troubleshooting solutions, before contacting the customer service.

When contacting ZORTRAX Customer Service

- * Before contacting ZORTRAX technical support, ensure that You have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- * Technical support hotline phone number can be found at <http://support.zortrax.com>.
- * You will be requested by ZORTRAX to perform some of the Product's troubleshooting tasks or actions, which may include the following:
 - * Installing updates, patches or servicepacks.
 - * Formatting data carrier (ie . SD memory card)
 - * Performing other reasonable activities requested by ZORTRAX, which will assist in identifying or resolving the problems.
- * If the problem is not solved remotely, you will have to return the Product to an ZORTRAX Repair Center (this process is called "RMA").
- * Describe the problem clearly and completely on the RMA request form.
- * Enclose a copy of this completed warranty card and a copy of Your sales invoice/ receipt detailing the purchase of Your Product. (Please note: ZORTRAX reserves the right to request the original documents.) If You do not provide the requested documents for warranty validation then the manufacture date of the Product as recorded by ZORTRAX will be deemed to be the start of Warranty Period.
- * Ensure that You have fully backed up all the data stored on Your Product and removed any personal, confidential, or proprietary information before any service process is started. You agree that ZORTRAX may delete any data, software, or programs installed on the Product without restoring them. ZORTRAX shall not be held liable for the permanent loss, damage, or misuse of your data.
- * Pack the Product in safe and stable packaging. The original packaging may be useful for this purpose. In any case, the packaging should meet the following requirements:
 - * Use a rigid box with flaps intact
 - * Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
 - * Wrap all items separately
 - * Use adequate cushioning material
 - * Use strong tape designed for shipping
 - * Do not use string or paperover-wrap
 - * Use a single address label that has clear, complete delivery and return information
 - * Place a duplicate address label inside the package
- * Please do not send in anything but the Product itself unless specifically requested by ZORTRAX. Please remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ZORTRAX shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by ZORTRAX.

5. Notification of device malfunction

If a service request is necessary, End User must deliver the Product to the place of purchase. The End User should report the fault to the relevant Reseller or Distributor. In the case of purchase via the Manufacturer's online store, the User should contact ZORTRAX. Reseller or Distributor is obligated to provide service support to End User.

6. Time of service request execution

Time of execution of a service request is 21 working days counted from the receipt of the serviced Product to the shipment to the End User. Execution time may be extended during the holiday period or may dependent on the customer's decision regarding servicing.

Time of execution of a post-warranty service is 14 working days counted from the receipt of the serviced Product to the shipment to the End User. Execution time may be extended during the holiday period or may dependent on the customer's decision regarding servicing.

7. Exclusions from this limited Warranty Service

ZORTRAX does not warrant uninterrupted or error-free operation of this Product. The warranty only covers technical hardware issues during the warranty period and in normal use conditions. It does not apply to software issues or customer induced damages or circumstances such as but not limited to:

- * The Product has been tampered with, repaired and/or modified by non-authorized personnel;
- * The serial number of the Product, components or accessories has been altered, cancelled or removed;
- * The warranty seals have been broken or altered;
- * Obsolescence;
- * Damage (accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, wear and tear, and gradual deterioration;
- * Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions;
- * Damage to the Product caused by improper installation, improper connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.;
- * Damage to the Product caused by an external electrical fault or any accident;
- * Damage to the Product resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual;
- * Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;

- * Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;
- * Fraud, theft, unexplained disappearance, or willful act;
- * No utility or damage to the Product caused by interference in the electronic system of the Product.
- * Damage made to the Products caused by using materials other than those dedicated to the device and recommended by ZORTRAX shall not be covered by the Warranty.

The warranty does not cover damage resulting from normal wear and tear, i.e. parts that require periodic replacement during normal use of the device, including the work platform, fans, hotend, nozzle, nozzle cleaning brush, and other defined by specifications of the product and considered consumables.

The warranty is exclusive of accessories supplied along with the product, such as: cables, readers, tools, bags, memory carriers, side panels, rubber feet, cable holders, etc.

ZORTRAX shall not be liable for damage resulting from improper maintenance procedures of the equipment, improper cleaning, and mechanical and chemical damage caused by removal of prints.

Except as provided in this warranty and to the maximum extent permitted by law, ZORTRAX is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product.

The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by ZORTRAX. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this Warranty the above limitations do not apply to You.

8. Privacy

You agree and understand that it is necessary for ZORTRAX to collect, transfer, and process personal data in order to facilitate the requested service; and that for this purpose Your data may be transferred to and processed in any country where ZORTRAX or its affiliated companies maintains offices, which include countries outside of the European Union, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of EU member states. However, ZORTRAX will use and protect Your personal data at any time and in any country subject to the ZORTRAX Privacy Policy.

9. Out-of-Warranty cases

Returning the Product to the ZORTRAX Repair Center during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product, ZORTRAX reserves the right to check the validity of Your Warranty and Your request for Warranty service. If the Warranty Period has lapsed or if any of the exclusions in clause 6 apply, Your request will be deemed out of warranty ("OOW").

If Your service request is OOW, a Service Charge List with an offer for repair will be provided to You, which You may accept or reject. If You accept the repair we will provide You with an invoice for the repair labor, spare parts and other costs stated in the Service Charge List. The invoice must be paid according to the payment date contained in the document. Repairs will be made after payment of the invoice.

To the extent permitted by law, ZORTRAX may charge You a diagnostic fee (including transportation costs if any) if Your service request is OOW and you refuse the repair offer; or if Your Product does not require service.

10. Abandoned Property

After Your Product has been repaired, or if You do not agree to the repair offer, ZORTRAX will return your Product via the agreed RMA method. If You do not pick up Your Product, or if delivery is not possible at the address provided by You, ZORTRAX will send You a notice at the address You provided when requesting the service. If You still failed to pick up the Product within a period of 90 days from sending the notice, ZORTRAX reserves the right to claim damages from you, including the cost of storage; to dispose the product in accordance with the applicable laws and regulations; and any statutory right of lien for unpaid charges.

11. International Warranty and Support

This Warranty applies in the country of European Union

Additionally this Warranty entitles You during the Warranty Period to international ZORTRAX warranty service in Europe, with the following additional restrictions:

- * Some service and/or spare parts may not be available in all countries.
- * Some countries may have fees and restrictions that apply at the time of service.

To enjoy comprehensive international warranty service in order to determine the detailed location, visit ZORTRAX Service Center website at <http://support.zortrax.com>.

**ZORTRAX contact details This
warranty is provided by:**

Zortrax S.A.
Lubelska 34
10-409 Olsztyn, POLAND

