3D PRINTING SYSTEMS LIMITED (Supplier)

POLICY REGARDING RETURNS AND WARRANTY REPAIRS

Preamble:
3D Printers are sensitive pieces of equipment and to avoid any damage to the product. We will only accept 3D Printers for return that have shipping clips (that hold the movements in place) and packaged inside original foam packaging. As damage will most probable occur if the original packaging is not used correctly.

1. The Supplier is committed to excellent customer service and compliance with the Consumer Guarantee Act. However, because the 3D Printer technology is new and open to abuse by consumers who may want to try the printer without actually buying, The Supplier is not prepared to accept returned printers once the printer box has been opened and the printer taken out of its box.
2. The customer MUST not return the printer to the retailer if they have any problems as this could cause damage.
3. The Supplier guarantees its 3D Printers for 12 months from date of purchase.
4. If a customer has any technical or maintenance problem with a 3D Printer, then they should contact the Supplier by either telephone or e-mail. They will be given a unique ticket number and the problem will be logged.
5. If the problem is a technical one then the Supplier will help them with technical advice.
6. If the problem is a maintenance problem then the Supplier will either solve the problem on the telephone or if a spare part is needed then this will be immediately couriered to the customer and on receipt the customer should contact the Supplier for help with the installation of the replacement part.
7. In the unlikely event that the problem cannot be solved, then the Supplier will arrange for the printer to be couriered to the supplier. If the problem cannot be solved then at the Suppliers discretion will either repair or replace the printer.
8. The Supplier will be responsible for all transport costs.
9. These conditions in a condensed form together with the contact details for the Supplier will be printed and attached the 3D Printer boxes.