

3D Printing Systems Warranty Terms & Conditions

Definitions

We, Us, Our – means 3D Printing Systems from whom You purchased the Covered Item.

You, Your – means the purchaser to whom We have issued Our Tax Invoice.

Breakdown – means a breakdown of a covered Item, whether a result of mechanical issues or electrical issues that affects the functionality or operation of the Covered Item.

Covered Item – means the item identified on Our Tax Invoice, being an 3D Printing Systems Product which You purchased from Us.

3D Printing Systems Warranty – means warranty for the Covered Item, the terms, conditions and Exclusions of which are set out in this document.

Dollar Limits – the maximum amount payable by Us under this 3D Printing Systems Warranty will be the original Purchase Price of Your Covered Item (inclusive of GST) per claim.

Exclusions – means the circumstances that are not covered by the 3D Printing Systems Warranty as set out in these terms and conditions.

Purchase Price – means the purchase price of the Covered Item specified on the Tax Invoice, inclusive of GST.

Replacement Terms – means the paragraphs in this document under the heading “Replacement Terms”.

Tax Invoice – means the tax invoice that We issued to You for the Covered Item You have purchased.

Warranty

Subject to the Exclusions and Dollar Limits, 3D Printing Systems Warranty provides You with peace of mind for any Breakdown of Your Covered Item, whether as a result of mechanical issues or electrical issues that affects the functionality or operation of Your Covered Item. This means that, under 3D Printing Systems Warranty, if a Covered Item suffers a Breakdown at any time during the term of Your warranty period, the Covered Item will be repaired or replaced. This warranty is valid only for products purchased in Australia or New Zealand from 3D Printing Systems and is not transferable.

Extended Warranty

You can purchase an extended warranty for certain products from 3D Printing Systems within 12 months from date of purchase.

You can purchase either an additional one or two years after the conclusion of the relevant Manufacturer’s Warranty, depending on the extended warranty that You purchase (to a maximum combined total of three years).

The 3D Printing Systems Extended Warranty applies alongside, and in addition to, Australian or New Zealand Consumer Law (see below).

A separate 3D Printing Systems Extended Warranty must be purchased for every item You require to be covered under 3D Printing Systems Extended Warranty.

The 3D Printing Systems Extended Warranty commences upon expiry of the Manufacturer’s Warranty.

You must retain and produce your tax Invoice in the event of a claim under 3D Printing Systems Extended Warranty.

This 3D Printing Systems Extended Warranty does not constitute or create a contract of insurance between Us and You and this document should not be construed as a contract of insurance.

Your remedies under 3D Printing Systems Warranty

During the period of 3D Printing Systems Warranty, if You choose to make a claim under 3D Printing Systems Warranty and it suffers a Breakdown that does not fall within the categories of Exclusions, then We will, at Our discretion:

- Repair the Covered Item; or
- Replace the Covered Item in accordance with our Replacement Terms.

Repair

We will usually attempt to repair the Covered Item in the first instance, in which case we will work with you to identify the nature of the issue by phone or email and where possible supply the replacement parts to you. Alternatively, we will direct You to the nearest service centre. However, We will not always elect to repair the Covered Item (for example, if We determine that repairs are unlikely to be effective or economical) and in those cases, We will replace the item in accordance with the Replacement Terms.

Repair Notice: You should be aware that, in some circumstances, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired.

Refurbished parts may be used to repair the goods.

Replacement Terms

If We elect to replace the Covered Item then We will replace the Covered Item with an identical item or, if an identical item is not available, an item with equivalent specifications to the Covered Item. The cost of replacement will not exceed the original Purchase Price of the Covered Item.

Note: The replacement product We supply may have a lower selling price than the Covered Item and is a replacement based on equivalent specifications. Replacement of a Covered Item is not limited to the original manufacturer's brand due to availability of products and changes in technology. Where the original brand is no longer available for any reason, we may supply an equivalent product.

What is the duration of 3D Printing Systems Warranty?

3D Printing Systems Warranty commences on date of purchase of the product and ceases when either of the following occurs:

- The date that is twelve (12) months after the date of purchase for printers; or
- The date that is three (3) months after the date of purchase for parts, consumables and accessories and the like.

The original warranty period of any product, which has been either repaired or replaced, will not be extended beyond the original warranty period.

What if I sell the Covered Item?

If You sell the Covered Item, 3D Printing Systems Warranty cannot be transferred to the new owner.

What are the limits to Our liability under a 3D Printing Systems Warranty?

Dollar Limits

The maximum amount payable by Us under 3D Printing Systems Warranty will be the original Purchase Price of Your Covered Item (inclusive of GST) per claim.

We may avoid or reduce a claim under 3D Printing Systems Warranty if You make any misrepresentation or any fraudulent or dishonest act or omission in connection with the claim.

Exclusions

The following ITEMS, COSTS and CLAIMS are excluded from cover. There are some costs that are not covered by 3D Printing Systems Warranty and which You will have to pay in the event of a claim, unless You are able to recover those costs from another person. These are as follows:

- If required, you must deliver the Product to the Service Agent at your cost, 3D Printing Systems will cover the return cost back to you. It is at your risk to transport the product to the nearest service centre. 3D Printing Systems do not accept liability for loss or damage;
- Any cost associated with access, repair, removal, replacement, installation or Reinstallation of the Covered Item, unless this has been approved by Us and where the cost is in addition to the costs of assessment and any freight costs;
- Normal maintenance costs, including costs relating to the cleaning, lubrication, alignment, tuning, reprogramming or adjustment to the Covered Item;
- Any loss, damage, cost or expense in relation to loss of use or consequential loss resulting from any Breakdown of the Covered Item.

CLAIMS: what are the Exclusions?

3D Printing Systems Warranty does not cover any of the following components or specific conditions:

1. Normal Wear and Tear

- Normal wear and tear is not covered, that is, problems with the operation or functionality of the Covered Item as a result of normal usage within manufacturer's recommendations; or
- Nozzles, extruder blocks (part of the print head), platform heaters, perfboards, filament, scrapers, cutters, knives, included tools and accessories.

2. Misuse

- Breakdown as a result of improper or unauthorised modification or repair;
- Breakdown caused by a failure to follow the manufacturer's installation or operating instructions; or
- Breakdown caused by, but not limited to, accidental or deliberate damage, neglect, abuse, wilful act, misuse, theft, foreign particles, liquid damage, abnormally corrosive conditions, rust, mildew and mould; excessive heat, moisture or dampness.; or
- Breakdown of by using the incorrect power supply.

3. Consumable products and accessories

- Breakdown or consumption of consumable products such as cables, cords, cartridges, software items, filters, filaments, tools, perfboards, nozzles and the like; or
- Breakdown of any accessories provided by the manufacturer with the Covered Item; or
- Breakdown of any accessories not provided by the manufacturer with the Covered Item.

4. External sources

- Breakdown resulting from external sources including but not limited to infestation, flood, fire, interference, external wiring and connections, or non-compatibility of accessory equipment, electrical interference, power surges and voltage fluctuations; or
- Loss of software, data, floppy disks or CDROM disks as a result of viruses, malfunction or damage of an operating part.

5. Non-operating or cosmetic deterioration

- Any issues arising as a result of nonoperating or cosmetic deterioration that do not affect the functionality or operation of the Covered Item.

6. Inherent defects announced by manufacturer

- Breakdown caused by inherent defects such as date noncompliance, pre-existing defects, recalls or design defects where the manufacturer has notified the public of such defects; or
- A Covered Item that is subject to a manufacturer recall.

7. Serial number is damaged or illegible

- If the Covered items serial number is damaged or illegible the warranty may be void.

8. Third party accessories

- The use of nonapproved third party accessories may result in damage to the covered item will not be covered by this warranty.

What do You do if Your item breaks down?

Review the manufacturer's product manuals and instructions, as this will often pinpoint what is wrong and advise You how to remedy the issue.

You can choose to:

- make a claim with 3D Printing Systems and bear the costs;
- make a claim against 3D Printing Systems or the manufacturer if there has been a breach of a consumer guarantee under Australian or New Zealand Consumer Law; or
- make a claim under 3D Printing Systems Warranty.

To make a claim under 3D Printing Systems Warranty, You will need to lodge a claim through one of the following methods:

- Online at 3dprintingsystems.freshdesk.com/support/tickets/new
- Call the Us on 03 9099 0225
- Email Us at support@3dprintingsystems.com

Please provide your name and address, model, serial number, date of purchase, a copy of your Tax Invoice and a complete description of the problem. This information will help 3D Printing Systems provide fast assistance.

Remember, any costs associated with repair, removal or installation of the Covered Item will not be paid unless first approved by Us.

Your privacy

By requesting and accepting this 3D Printing Systems Warranty, You will be supplying Us with personal information which We will hold so that We can administer Your 3D Printing Systems Warranty, including processing claims and responding to Your queries.

The information is held by Us and may be disclosed to the company who covers Us for Our liability to You under 3D Printing Systems Warranty and to other companies to enable the administration and management of 3D Printing Systems Warranty or to service providers such as assessors and loss adjusters in the event of a claim.

With some exceptions You have rights of access to and correction of information upon request.

Australian Customers

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

New Zealand Customers

Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Law.