

Warranty Information Overview

This warranty is valid only for the Australian and New Zealand customers.
3D Printing Systems Ltd (HEREINAFTER CALLED 3D Printing Systems)

Warranty

Subject to the terms below, 3D Printing Systems will, for 12 months from the date of purchase, authorise replacement parts or repair your UP 3D printer if, in 3D Printing Systems' opinion, it needs repair because of a manufacturing or materials defect appearing within, and notified to 3D Printing Systems in accordance with our warranty, within such period.

This 3D Printing Systems manufacturer's warranty only applies to service within Australia and New Zealand to units purchased within Australia and New Zealand. This warranty is not transferable and applies only to the original purchaser only. No 3D Printing Systems employee, product re-seller or Authorised Service Centre has the authority to vary the terms of this warranty. 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.

Place of service (If Applicable)

Should 3D Printing Systems deem it necessary, you will be required to transfer your unit to and from a 3D Printing Systems Authorised Repair Center at your risk and expense. 3D Printing Systems encourages you to insure your product and use of track and trace courier.

What this warranty does not cover

This 3D Printing Systems manufacturer's warranty does not cover:

1. Maintenance, repair or replacement of parts or consumables due to normal wear and tear including but not limited to; extruder assemblies, nozzles, platform heater elements and perfboards.
2. Repair of scratches to the outside of the unit and other externally exposed parts caused by normal use of the unit.
3. Any loss, damage or alteration to third party software, including the operating system whether pre-loaded or installed subsequently.

This 3D Printing Systems manufacturer's warranty does not cover repair to UP Printers where;

1. The product is operated outside published maximum ratings.
2. The serial number has been removed or made illegible.

This 3D Printing Systems manufacturer's warranty does not cover repairs necessitated by;

1. Accident, neglect, improper storage, misuse, exposure to moisture and dampness or act of god.
2. Improper installation, unauthorised modifications, liquid entering the unit, electricity surges or other defects in electricity supply, or external interference.
3. Repairs made to the unit by someone other than a 3D Printing Systems Authorised Service Centre or by direct instruction of 3D Printing Systems.
4. Tampering with or breaking any part of the 3D printer.
5. Use of non-approved 3D Printing Systems accessories.

Other rights

The benefits given by 3D Printing Systems warranty are additional to other rights and remedies that you may have under a law, in relation to the goods to which this warranty relates.

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.

How to claim

To make a claim against the manufacturer's warranty, you must contact 3D Printing Systems within 12 months of purchase on:

By telephone

Australia: 03 9099 0225, Mon - Fri, 7am - 3:30pm

New Zealand: 09 281 4206, Mon - Fri, 9 am - 5:30 pm

By email

Australia & New Zealand

support@3dprintingsystems.com

By online

Australia & New Zealand

3dprintingsystems.freshdesk.com/support/tickets/new

When contacting 3D Printing Systems for assistance please provide your name and address, model, serial number, date of purchase, and a complete description of the problem. This information will help 3D Printing Systems provide fast assistance.

For complete warranty conditions please refer to the website.