

WARRANTY STATEMENT FOR 3D PRINTERS BAMBU LAB

1. Warranty Period

The warranty period is 12 months from the date of purchase.

The warranty for the extruder, nozzle, heating elements and temperature sensor is valid for 3 months or 300 operating hours.

The warranty covers:

- Labor costs and replacement parts required due to manufacturing defects.
- Service is only available at the premises of 3WAY d.o.o. Address: Zbiljska cesta 4, 1215 Medvode.
- Shipping conditions: The customer covers both inbound and return shipping costs and any related expenses. The product must be delivered to: 3WAY d.o.o., Zbiljska cesta 4, 1215 Medvode.

Not covered under warranty:

FDM
<ul style="list-style-type: none">• Self-adhesive print surface• Print bed• Acrylic cover• USB cable• Filament• Filament spool• Filament holder• Metal scraper

2. Warranty Verification

When making a warranty claim, the customer must provide the invoice to the seller or distributor. The customer must also keep the original packaging during the warranty period.

3. Warranty Invalidity

The warranty is void in the following cases:

- The serial number has been removed or erased from the product
- The product was not purchased from 3WAY d.o.o.
- Use of non-original filament (exceptions only for filaments from brands 3WAY, Creality, Bambu Lab, FlashForge, Winkle, Polymaker and Intamsys)
- Damage caused by improper use
- Unauthorized person tampered with the 3D printer
- Damage caused by incorrectly performed modifications or repairs
- Damage due to improper installation, use or operation
- Damage due to operation in an unsuitable environment
- Damage due to overload
- Damage caused by unauthorized spare parts
- Damage from using poor-quality filament
- Damage from using unauthorized software
- Damage due to inadequate maintenance
- Normal wear and tear, such as scratches and scuffs
- Damage caused by natural disasters or other events beyond human control (lightning strike, fire, earthquake, flood or other events beyond human control)

4. User-Caused Damage

- The customer is responsible for paying the labor costs and the cost of replacement parts.
- Shipping terms: The customer pays for inbound and return postage and related costs. The goods must be delivered to: 3WAY d.o.o., Zbiljska cesta 4, 1215 Medvode.
- Customers must notify the seller or distributor in advance of any defect or damage.
- After the technicians complete the inspection, the customer will receive a repair cost estimate.
- The inspection cost is charged according to the current price list.
- To proceed with the work, the customer must confirm or pay the estimate.
- The warranty on performed work is valid for three (3) months from the repair date.