

WARRANTY STATEMENT FOR CREALITY PRODUCTS (3D printers, 3D scanners)

1. Warranty Period

The warranty period lasts 12 months from the date of purchase. The warranty for the extruder, nozzle, heating elements, fans and temperature sensor is valid for 3 months or 300 working 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.

Excluded from the warranty for 3D printers:

- Adhesive bed surface
- Build plate
- USB cable
- Filament
- Filament spool
- Filament holder

2. Warranty Verification

For a warranty claim, the customer must provide the seller or distributor with the receipt. 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.
- Defects caused by improper use
- Unauthorized persons have tampered with the product
- Use of non-original filament (exceptions only for filaments from brands 3WAY, Creality, Bambu Lab, FlashForge, Winkle, Polymaker and Intamsys)
- Damage caused by improper modifications or unauthorized repairs
- Damage caused by incorrect installation, use or operation
- Damage caused by operation in unsuitable environments
- Damage caused by overloading

- Damage caused by unauthorized replacement parts
- Damage caused by the use of poor quality filament for 3D printing
- Damage caused by the use of unauthorized software
- Damage caused by improper maintenance
- Normal wear and tear such as scratches and marks
- 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.