

# WARRANTY STATEMENT FOR 3D PRINTERS FLASHFORGE

## 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 warranty coverage:

FDM	LCD, DLP
<ul style="list-style-type: none"><li>• Self-adhesive build surface</li><li>• Build plate</li><li>• Acrylic cover</li><li>• USB cable</li><li>• Filament</li><li>• Filament spool</li><li>• Filament holder</li><li>• Metal scraper</li></ul>	<ul style="list-style-type: none"><li>• Resin vat</li><li>• Resin tank foil</li><li>• Build platform</li><li>• Light shield</li><li>• USB stick</li><li>• USB cable</li><li>• Photopolymer resin</li><li>• Resin container</li><li>• Plastic scraper</li><li>• Brush</li><li>• Projection screen</li><li>• Cutting pliers</li><li>• Door switch</li><li>• Vinyl gloves</li></ul>

An extended warranty is also available. For pricing and availability, please contact your salesperson or 3WAY d.o.o., the official FlashForge distributor in Slovenia.

Note: Extended warranty can be purchased for a maximum of two (2) years and only within the first year of the 3D printer's lifetime.

## 2. Warranty Validation

To make a warranty claim, the customer must present the original invoice to the seller or distributor. During the warranty period, the customer must also keep the original packaging.

## 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.