

WARRANTY STATEMENT FOR 3D PRINTERS MAKERBOT

1. Warranty Period

The warranty period is 12 months from the date of purchase. A shortened warranty period of 6 months applies to the extruder.

The warranty covers:

- Labor and replacement parts required due to manufacturing defects.
- Shipping conditions: The customer is responsible for both inbound and return shipping costs, as well as any related expenses. The product must be delivered to: 3WAY d.o.o., Zbiljska cesta 4, 1215 Medvode.
- Free software updates are included under the warranty.

Excluded from the warranty:

- Adhesive build surface
- Build platform
- Acrylic cover
- USB cable
- Filament
- Filament spool
- MakerBot Labs Extruder
- MakerBot Experimental Extruder

An extended warranty is also available. For pricing, contact the salesperson or 3WAY d.o.o., the authorized distributor of MakerBot in Slovenia.

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.