

3DP Unlimited LLC d/b/a 3D Platform Limited Warranty

In the event, you purchased a 3DP Unlimited LLC d/b/a 3D Platform (“3DP”) printer directly from 3DP as an end customer or from an authorized 3DP reseller (“3DP Reseller”), in which 3DP continues to directly provide services on that 3DP printer (“3D Printer”), this warranty is provided to you, the customer (“Customer”) directly from 3DP. This warranty shall not apply to any other purchasers of a 3D Printer from third parties. This warranty also shall not apply to any replacement parts or other products purchased from 3DP.

Warranty Coverage

3DP warrants that the 3D Printer shall conform to the description stated on the Sale Order and shall be free from defects in material or workmanship during the applicable warranty period when used under the normal conditions described in the documentation provided to Customer, including 3DP’s user guide. 3DP will promptly repair or replace the 3D Printer, if required, to make it free of defects during the warranty period. Only the items explicitly stated in the “Items Covered Under Warranty” section herein are covered by this warranty. This warranty excludes all other items and conditions, including but not limited to (i) normal consumable or expendable parts, (ii) repairs required during the warranty period because of abnormal use or conditions such as riots, floods, misuse, neglect, or improper service by anyone except 3DP or its authorized 3DP service provider (collectively “Authorized Service Tech”), and (iii) repairs required during the warranty period because of the use of modifications made by Customer or anyone else to the 3D Printer. Any modification to the 3D Printer will void the warranty.

THIS WARRANTY IS THE ONLY WARRANTY PROVIDED FOR THE PURCHASE OF ONE 3D PRINTER. 3DP DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

Limited Warranty Period

This warranty shall be effective for a period of ninety (90) days from the date of shipment of the 3D Printer to Customer unless Customer purchases an extended warranty.

Extended Warranty

Upon completion of startup by 3DP or an Authorized Service Tech, the warranty will extend from ninety (90) days to one (1) year from the date of shipment of the 3D Printer. Extended warranties may only be purchased from 3DP or a 3DP Reseller. Warranty extensions can only be purchased while a 3D Printer is still under the original ninety (90) day warranty. Extended warranties may only be purchased on a 3D Printer that had startup service by an Authorized Service Tech.

Remedies

3DP shall only be responsible for repair or replacement of the 3D Printer or its covered parts during the warranty period. In no event will 3DP be responsible for consequential, exemplary, or incidental damages (such as loss of profit or employee’s time) regardless of the reason. In no event shall the

liability and/or obligations of 3DP arising out of the purchase or use of the 3D Printer by Customer or others exceed the purchase price of the 3D Printer as stated in the Sale Order.

Items Covered Under Warranty

The following items are the only items covered under this limited warranty:

- Control box
- Bulldog extruder motor
- Electronic panel
- All motors/servos on gantry
- All mechanics/mechatronics on gantry
- Wiring/cable harness assemblies

Items Not Covered Under Warranty

The following items are illustrative of items not covered under the warranted and are excluded. The excluded items include but are not limited to:

- Normal wear and tear
- Consumables or expendable parts including but not limited to nozzles, hot ends, extruders, thermistors, and anything that is heated beyond 70°C
- Damaged extruder assemblies caused by crashes and/or improper process settings
- All glass including but not limited to borosilicate glass or build plate/bed of any kind
- Any damage caused by not adhering to 3DP product instructions, manuals, and user guides
- Any defect or damage caused by inappropriate, incorrect, or improper use, installation, maintenance, operation, and/or cleaning of the 3D Printer
- Cosmetic shortcomings which do not influence product function
- Damage due to improper shipping and handling unless otherwise stated
- Damage due to neglect of 3D Printer
- Any damage caused by third party software or lack of operational knowledge
- Any third-party accessory or item not purchased from 3DP or a 3DP Reseller
- Modifications to the 3D Printer
- Any services performed by anyone other than an Authorized Service Tech

Return Merchandise Authorization (RMA) Process for Warranty Products

A Return Merchandise Authorization (“RMA”) number must be obtained from 3DP before Customer can return any product for warranty service. To obtain an RMA number, please contact 3DP by email at Support@3DPlatform.com. 3DP must receive a RMA request before the end of the applicable warranty period. The RMA number must be included on the outside packaging of the returned part of the 3D Printer.

Any approved RMA should be considered provisional, based on verification of in-warranty status or condition of parts when the product is received at 3DP. If 3DP determines that the 3D Printer is out-of-warranty or show signs of misuse, Customer will be notified via email. At Customer discretion, 3DP will either scrap the out-of-warranty part or return it to Customer.

Customer is responsible for all shipping charges for returning product to 3DP for warranty service, and 3DP shall pay all shipping charges to return the part or its replacement to Customer. Customer shall ensure the safe shipment of all products returned to 3DP. Customer shall be liable for any damage caused during return shipping to 3DP. It is recommended for Customer to purchase insurance on the return shipment. Any decision of 3DP as to whether the warranty covers the repair or replacement of any returned parts of the 3D Printer will not be made until the returned part is received at 3DP, and the warranty status is confirmed. Valid proof of service by an Authorized Service Tech may be required.

Discontinued Products

3DP shall have the right to discontinue the availability of any 3D Printer or components or replacement parts therefore, or to make design changes or improvements in the 3D Printer or components at any time and such discontinuance or change shall not constitute a breach of warranty, or result in liability for 3DP under any legal theory whatsoever.