

# Raise3D N/Pro2 Series 3D Printer

## 1 Year Limited Warranty

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**The foregoing warranty contains Raise3D's sole warranty, and the customer's sole remedy, with respect to defects in any Raise3D products. Raise3D disclaims all other warranties whatsoever, express or implied, with respect to Raise3D's products, including without limitation all warranties of merchantability, fitness for a particular purpose, or noninfringement. In no event will Raise 3D be liable for any special, indirect, incidental, or consequential damages of any kind, including but not limited to, loss of profits.**

These products have been thoroughly tested and inspected at the factory prior to shipment. Nevertheless, inspect your products completely for any damage or loss of parts that may have occurred during shipment. Notify the delivering carrier promptly if damage claims are to be filed.

Raise3D reserves the right to modify or update its products without obligation to replace any equipment delivered prior to any such change.

### General

Subject to the limitations set forth herein, Raise3D, Inc. ("Raise3D," or "we") warrants to the **original purchaser** that during the applicable Warranty Period defined below, these products shall be free from defects in material and workmanship. If you purchase these products from Raise3D's reseller, please contact the reseller directly for return/exchange/warranty claim. The foregoing warranty does not apply to consumables such as **hot end(s), nozzle(s), fan cover(s), build surface, build plate(s) or top cover(s)**. This warranty is not assignable, and warranty rights belong solely to the initial purchaser of the product and may not be enforced by any subsequent owner of the product.

The Warranty Period for these products is one year from the date of purchase, provided that the Warranty Period for **heating rod(s), thermal sensor(s), heat bed(s), cooling fan(s) and circuit board(s)** like LCD, LCD Logic Board, Motion Controller Board, Extruder Board, is ninety (90) days from the date of purchase.

With respect to valid warranty claims made during the applicable Warranty Period, Raise3D will, at its option, **repair or replace** the defective products at **no charge**. We may also make arrangements with you to send you replacement parts that you may install on the printer. Appearance defects that do not affect product's functioning are NOT covered by this warranty. If a product is to be replaced or returned for repair, shipping will be via ground carrier, and we will pay shipping costs only from the original product delivery address and our facility. If a part of the Product is repaired or replaced during the warranty period, the warranty period



remaining for the entire Product will apply to this part. However, repair and/or replacement will not extend the warranty period.

In any event, Raise3D is not liable for indirect or consequential damages, including but not limited to loss of use, loss of profit or revenue. Furthermore, Raise3D's liability is limited to the purchase value of the Product.

## Return/Exchange

Your N/Pro2 Series Printer is transported in reusable, durable packaging that has been specially designed to protect the printer during transport. This packaging must be kept during the warranty period and used anytime you need to transport the printer.

If you're unsatisfied with the printer you purchased from Raise3D, you can return/exchange it within 30 days from the date of your purchase, provided that for a printer that is not defective you must pay a restocking fee equal to 25% of the MSRP price, and the cost of shipping the printer back to our facility. You must notify us prior to returning the printer so that we can make appropriate shipping arrangements.

If you have unused spare parts, you may return them for a refund during the period ending ninety (90) days from the purchase date. Shipping costs are not refundable, however. Used spare parts cannot be returned or exchanged.

Raise3D reserves the right to determine the validity of all warranty claims.

## Exclusions

The foregoing warranty is void if the printer's serial number has been altered or removed, if the printer has been misused or damaged, or if the printer was altered, modified, or serviced by unauthorized service people.

This warranty does not apply to and therefore does not cover:

- Consumables, such as **hot end(s), nozzle(s), fan cover(s), build surface, build plate(s) or top cover(s)** or other items that are expended in the normal operation of the printer.
- Any defect or damage caused by the omission to ensure that the filament is in a state fit for usage with the Product and use the filament in accordance with instructions on the spool, packaging and website;
- Any defect or damage caused by inappropriate, incorrect or improper use, installation, maintenance, operation and cleaning or normal wear and tear. For correct use, reference is made to the manual of the Product;
- Any other event, act, default or omission outside Raise3D control, and/or;
- Failure of the Product caused by an accident.



Customers are welcome and we encourage them to use third-party materials, accessories, etc.. That in itself, does not void the warranty. If, however, the use of third party elements, causes damage to the Product, the part(s) affected by this damage is excluded from warranty.

## Consumables

The foregoing warranty does not apply to consumables, such as **hot end(s), nozzle(s), fan cover(s), build surface, build plate(s) or top cover(s)** or other items that are expended in the normal operation of the printer. However, if you have unopened unused filaments or any other unused consumables, you may return them for a refund during the period ending ninety (90) days from the purchase date. Shipping costs are not refundable. Opened filaments or used consumables cannot be returned or exchanged.

## Applicable law and competent court

If the laws of the country in which the Product is sold provide for mandatory and non-waivable warranty rights that are broader than those provided herein, we will provide you with warranty service and rights in accordance with such laws.

