

3D Printers Warranty

Terms and conditions

- This warranty extends only to 3D printers distributed and/or sold by Voltaat Store directly.
- This warranty is valid for one year from the purchase date. Warranty is not extendable.
- Order number or invoice must be retained to receive the warranty service.
- The warranty covers the repair or replacement of faulty and defected parts that is caused by manufacturing error and does not include consumables such as nozzle and bed surface.
- The warranty service is regarding fixing the 3D printer main parts such as motherboard, extruder, hot end, power supply and does not include maintenance such as bed leveling or nozzle cleaning.
- Damage caused by wrong assembly or wrong use of the 3D printer is not covered in the warranty.
- 3D printers that are upgraded in anyway through hardware or firmware will not be covered by the warranty. Only stock 3D printers are eligible for the warranty.

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- 3D printers shall not be liable under this warranty if any damage or defect results from:
 - Misuse, abuse, neglect, improper shipping or installation.
 - Disasters such as fire, flood, lightning, improper electric current or selecting the wrong power supply setting (100V/220V).
 - Service or alteration by anyone other than an authorized Voltaat Store representative.
 - Damages incurred through irresponsible or other non-recommended practices.
- Voltaat Store will do the best to fix the 3D printer as soon as possible. In case there are some spare parts that are not in stock, Voltaat Store will inform the customer to kindly wait until the parts are available.
- Customer is kindly asked to bring the 3D printer to Voltaat Store Makerspace for fixing. Voltaat Store will not be able to send any technicians to fix the 3D printer at the customer place as the service must be done at Voltaat Store Makerspace.

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Voltaat Store warrants 3D printers sold by them against defects in materials or workmanship for one (1) year from the original delivery date. This limited warranty extends only to the original purchaser.

During this period, Voltaat Store will repair or replace defective parts with new or reconditioned parts at Voltaat Store option, without charge to the original purchaser. In case parts are not available, original purchaser is kindly asked to wait until the parts are available or replacements.

The repair or replacements of defective parts are done in Voltaat Store Makerspace and cannot be done at original purchaser place. All shipping or delivery fees both to and from 3D printers during the 1-year period must be paid by the original purchaser. Voltaat Store recommend that the original purchaser to come to the Voltaat Store Makerspace to explain the problem with the 3D printer and hand it over to the technicians.

Please note that any warranty services or questions must be accompanied by the order number and original invoice from the transaction through which the warranted product was purchased. The order number and original invoice serves as your warranty number and must be retained. Voltaat Store will not provide warranty service without the order number and original invoice.

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Any after-market additions or modifications are not warranted. This includes, hardware upgrades and software update. Original purchaser is responsible for the payment for any service or repair outside the scope of this limited warranty.

Except as provided herein, Voltaat Store is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the product. Under no circumstances shall Voltaat Store be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the equipment, less any shipping fees.

The warranty and remedies set forth herein are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

We wish you happy 3D printing!