



ANISOPRINT WARRANTY PLANS

GENERAL

Anisoprint S.A.R.L. (“Company” or “Anisoprint”) warrants to the original end-user buyer (“Buyer”) that the purchased product 3d printer “Composer” of all types and possible modifications (“Product”) is free from defects in material and workmanship and is manufactured from parts and components that are new or equivalent to new in accordance with industry-standard practices. The Product is subject to this warranty during the applicable period. The warranty is not transferable to anyone who subsequently purchases, leases, or otherwise obtains the Product from the original end-user buyer.

The Anisoprint warranty plans state that all customers (a natural person who is not acting in the course of their profession or business) may claim the rights to which they are entitled under the Standard warranty without prejudice to their rights or claims in accordance with the applicable law. Those rights are not affected by the Standard Warranty.

The warranty plan is relevant for the purchase date, please check additional information on our website <https://anisoprint.com>.

The Product has been thoroughly tested and inspected. Nevertheless, inspect the Product completely for any damage or loss of parts that may have occurred during shipment.

STANDART WARRANTY

The Standard Warranty Period for the Product is one year* from the date of purchase.

The Standard Warranty Period is 6 months from the date of purchase for:

- hotend heaters,
- hotend thermistors,
- bed heater,
- cooling fans
- circuit boards.

Appearance defects that do not affect the Product's functioning are not covered by the Standard Warranty.

All items, parts, or components attached to or provided with the Product are not covered by the Standard Warranty such as:

- package,
- power cables,
- connection cables,
- set of tools,
- filaments,
- external memory device.

The Standard warranty is valid and all warranty services could be claimed only in the country where the Product was originally purchased via an authorized Anisoprint reseller ("Reseller").

Any software provided by the Company or included with the product is provided "as is" and without any warranty, though you are welcome to visit our website for updates <https://anisoprint.com/aura/>.

The warranty is prematurely terminated in case of attempts to repair the products with the help of third parties (except the Company and its authorized services) or by the Buyer independently.

*The Standard warranty period varies with jurisdiction.

ADVANCED WARRANTY

Anisoprint Advanced warranty plans (“Advanced warranty”) are developed to provide customers with improved support and spare parts supply.

The advanced warranty is available for the products: “Composer A4” and “Composer A3” and works in addition to the Standard warranty.

The advanced warranty could be purchased for the Product defined by serial number. Advanced warranty is nontransferable and non-refundable. Could be obtained separately from the printer.

The coverage period is 3 years from the date of purchase of Product.

Advanced warranty service is provided to the Buyer by the Reseller from whom the Product was originally purchased.

The Product purchased with the Advanced warranty is delivered to the Buyer with an additional spare parts kit.

The Advanced warranty is valid and all warranty services could be claimed only in the country where the Product was originally purchased via an authorized Anisoprint Reseller.

Any software provided by the Company or included with the product is provided “as is” and without any warranty, though you are welcome to visit our website for updates <https://anisoprint.com/aura/>.

The Advanced warranty is prematurely terminated in case of attempts to repair the products with the help of third parties or by the Buyer independently (all except the Company and its authorized services).

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Two types of Advanced warranties – **Extended plan** and **Extended plan+** are available for purchase.

Extended plan includes:

- Priority support by Anisoprint specialists on <https://support.anisoprint.com/ticket/>.
- Free replacement of damaged and worn-out parts: belts, wires, stepper motors, touch screen, tubes, feeders. But it does not include esthetic flaws and parts not affecting the Product's workability.
- Free replacement of hotends in case of mechanical issues. Limited by a single replacement for each position per year.
- A limited number of polymer types and reinforcing filaments are supported.

Extended plan+ includes:

- Priority support by Anisoprint specialists on <https://support.anisoprint.com/ticket/>.
- Free replacement of damaged and worn-out parts: belts, wires, stepper motors, touch screen, tubes, feeders. But it does not include esthetic flaws and parts not affecting the Product's workability.
- Free replacement of hotends. Limited by two replacements for every position per year.
- Free replacement of printhead assembly in case of mechanical issues. Limited by two replacements per year.
- Use of third-party filaments is acceptable and supported.
- Spare parts shipment within Advanced warranty plans are free for the customer.

	Standard warranty	Advance spare parts kit	Free replacement of worn out and accidentally damaged parts	Free replacement of hotends	Free replacement of printhead
Standart Plan	+	—	—	—	—
Extended Plan	+	+	+	+	—
Extended Plan+	+	+	+	+	+

HOW TO GET A WARRANTY SERVICE (FOR STANDARD WARRANTY AND ADVANCED WARRANTY)

If a warranty service is needed the Buyer should:

- contact an original Reseller and report the case within 10 working days. The Anisoprint Resellers deal with the Standard warranty and the Advanced warranty on behalf of Anisoprint.
or
- submit a ticket on <https://support.anisoprint.com/ticket/> and
- provide the Reseller or Anisoprint with the warranty claim (based on Standard Warranty or Advanced warranty): the Product name, serial number of the Product and the Product Warranty Card, or another document with the original Buyer's Product purchase date (e.g: Buyer's invoice),
- keep the Product package box throughout the whole warranty period as it is necessary for safe transportation.

For a warranty claim to be valid:

- the notification has to be made before the end of the warranty period,
- it must conform to any additional stipulations of the warranty, as defined in part GENERAL or part STANDART WARRANTY,
- it must be substantiated with the original Buyer's purchase invoice and (or) other documents,
- the serial number should be visible on the Product.

The warranty is void if:

- the Product serial number plate has been altered or removed,
- the Product was damaged due to misuse,
- the Product was bought through an unauthorized reseller,
- the Product was altered, modified, or serviced by unauthorized service,
- damage was caused by external causes, including problems with electrical supply,

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- the Product was operating in extreme conditions such as flooding or fire,
- the Product was used with third-party software or firmware,
- the use of third - party elements (parts and components) caused damage to the Product,
- damage was caused as a result of using third-party materials (plastics and fiber) unless it is allowed by terms of the warranty plan,
- damage was caused by inappropriate, incorrect, or improper use, installation, maintenance, operation, and cleaning,
- damage occurred by an accident,
- the Buyer did not adhere to Anisoprint's recommended maintenance procedures or failed to follow the Product instructions and/or documentation.

When providing any warranty service, Anisoprint or Reseller reserves the right to repair the Product or to replace the Product with another one of the same kind at the choice of Anisoprint. Any replacement product may be new or refurbished provided that the replacement product has functionality at least equal to that of the Product being replaced.

If the Product is returned to Anisoprint or to the Reseller by the Buyer for repair, refurbishment, or exchange, it must be sent to the Reseller from whom the product was originally purchased, even if this is not in the Buyer's present country of residence unless it is defined by the terms of the warranty plan.

The Company reserves the right to charge the client for the shipping expenses.

After any repair or replacement, the original warranty period (varies in the Standard warranty and in the Advanced warranty) will continue from the end-user's purchase date without extension or renewal.

The Company reserves the right to determine the validity of all warranty claims.

A replaced part, item, or printer becomes property of the Company. By request, the customer should arrange the return of the original Product or part back to the Reseller from whom the product was originally purchased.

LIMITATIONS

The Standard warranty and Advanced warranty plans do not cover consumables (disposable items, parts, or components of the Product that are inherently subject to deterioration, consumption, and wear out during the normal operation of the Product):

- polymer printing filaments;
- CCF or CBF material;
- personal protective equipment;
- first layer adhesive;
- nozzles and nozzle cleaning kit;
- buildplate glass.

LIMITATIONS OF LIABILITY

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