



MAHERSOFT

### **WARRANTY GUIDELINES & INSTRUCTIONS**

Mahersoft Technologies Pvt. Ltd., who is the manufacturer of 3D Printers offers a standard 1 year warranty on Indie 3D Printer and this warranty applies to the first end-user of the Product (3D Printer). The Product shall materially conform to Mahersoft's published product specifications mentioned in their website subject to the following terms and conditions mentioned below.

The manufacturer warrants that the product is manufactured with high quality production standards and the product has been subjected to strict quality control and procedures and the product is free from any defect in material, design and workmanship before it is shipped to the customer (end user).

### **WARRANTY VALIDATION & NOTIFICATION**

- 1) The warranty claim will be valid only on the following grounds:
  - a) The notification must be made before the end of the warranty period.
  - b) Any additional stipulations of the warranty will be complied with only after the below mentioned requirements are fulfilled.
  - c) The original customer's purchase invoice has to be produced to claim warranty.
- 2) Any notification for the warranty must be made to the "Manufacturer" or to the "Authorised Dealer" from whom the product was purchased.
- 3) Any warranty claim made by the customer must first be recognized by the Manufacturer or by the Authorised Dealer.
- 4) Any issues with the Product must first be notified to the online customer support by the customer. The team of experts will solve the problems of the customer. If the issues cannot be resolved, then the Manufacturer will initiate the warranty claim.

### **WARRANTY CONDITIONS:**

- 1) This warranty program will be applicable only for the products purchased from the Manufacturer or from the authorized dealers.
- 2) This warranty program will be valid only for the original purchaser of the product and cannot be transferred.
- 3) The warranty claims will be serviced through the repair or replacement of any defective part of the product. Maher Soft Technologies Pvt. Ltd., at its sole discretion, will

determine the method of servicing to be applied to the claim. The Manufacturer shall bear the cost of the repair and / or replacement of the defective part only if it is found to be a manufacturing defect.

- 4) Even if a part of the product is repaired or replaced during the warranty period, the warranty period still remaining for the entire product will apply to this part of the product also. However, repair or replacement will not extend the warranty period.
- 5) The duration of the standard 1 year warranty begins on the date of the original purchase.
- 6) For quality control purposes, the Manufacturer reserves the right to request the customer to return the defective parts in exchange for new parts.
- 7) If the defective parts or products are not returned by the customer, the Manufacturer shall charge the customer for the unreturned hardware parts or products during the warranty period.
- 8) All replaced parts and products will be the property of Maher Soft Technologies Pvt. Ltd.
- 9) During the warranty period, if there is a block in the nozzle, the extruder system will be replaced twice.

#### **WARRANTY EXCLUSIONS**

The warranty does not apply and does not cover the following:-

- 1) The limited warranty program does not cover any physical damage sustained from improper handling during shipping.
- 2) This limited warranty program does not cover the consumable parts like filament, SD card, ball bearings, fans, belts, pulleys, stepper motors, heating components and glass build plate which are defined as disposable items and also the parts or components of the product which are subject to deterioration and wear out during normal operation of the product.
- 3) This limited warranty program does not cover any defect or damage caused by negligence or by accidents or by submerging in water or by acts of nature.
- 4) This limited warranty program does not cover the product failure as a result of installing aftermarket components.
- 5) This limited warranty program does not cover any defect or damage caused by inappropriate, incorrect or improper use, installation, maintenance, operation and cleaning, normal wear and tear, unusual physical or electrical stress, exposure to moisture, flooding, fire, electrical problems associated with incoming power or other acts which are not the fault of the "Manufacturer".
- 6) Any other event, act, default or negligence caused by accidents or failure of the products outside the Manufacturer's control.

- 7) The Manufacturer reserves the right to collect service or return shipping charges at the expense of the customer for the units or parts received that is in working condition and not defective.

### **SHIPPING POLICY**

- 1) The customer is responsible for shipping or delivery of the units or parts of the products to the Manufacturer's designated service location.
- 2) The Manufacturer will choose the method of shipping the units or parts back to the customer and will incur the shipping charges as well.
- 3) The Manufacturer is not liable for any damages caused by the shipping provider during the transit back to the customer.

### **LIMITATIONS / DISCLAIMERS**

- 1) The Manufacturer reserves the right, at their own discretion to change the above terms and conditions at any time.
- 2) The customers are requested to check the terms and conditions periodically for any changes.
- 3) The customers are required to accept the modified terms so that their pre-order remains valid.