

## Warranty Statement for Nobel Series Printer

- Thank you for purchasing an XYZprinting product. Our products are made with a belief in quality design and robust manufacturing. To ensure your best experience with our product, we advise you to read the quick installation guide and the user manual on the USB flash drive that was included in the package. To receive updates and warranty coverage information, you should register the product at [www.xyzprinting.com](http://www.xyzprinting.com) within 30 days of purchase. If warranty service is needed, please contact your original seller or email us.
- With any request for warranty service, you must provide the product name, serial number and proof of purchase. To protect your warranty rights, please request the dealer to fill in the product information and purchase date at the bottom of the warranty card.
- Please keep the warranty card in a safe place, because if it is lost or destroyed a new one will not be issued. Please present the warranty card if you require any warranty service for covered defects in the Product arising during the warranty period.
- Please retain all original packaging material. If you need warranty service, please ship your product with the original packaging. Shipping without the original packaging material may cause product damage during the shipment and may result in service fees for which you will be responsible.
- **IN ALL EVENTS, THE TOTAL LIABILITY OF XYZPRINTING FOR ANY PRODUCT DEFECTS OR ANY DAMAGES ARISING THEREFROM WILL NOT EXCEED THE ORIGINAL END-USER BUYER'S PURCHASE PRICE FOR THIS PRODUCT, PLUS ANY NECESSARY EXPENSES INCURRED BY THE ORIGINAL END-USER BUYER'S IN REQUESTING WARRANTY SERVICE.**

## Limited Warranty

### • What is Covered

Except as stated below, this Product is warranted to the original end-user buyer against any defects in material and workmanship that arise as a result of normal and reasonable use of the Product. This warranty is not transferable to anyone who subsequently purchases, leases or otherwise obtains the Product from the original end-user buyer.

This warranty applies only if the Product is purchased from an Authorized Dealer and the original end-user buyer provides a Product Warranty Card showing the original end-user buyer's Product purchase date or other written proof of the original end-user buyer's Product purchase date. A list of Authorized Distributors may be viewed at the "Store" tab.

### How Long the Warranty Lasts

To the extent the Product is covered by this warranty, the Product is warranted for one year from original end-user buyer's Product purchase date.

### What Is Not Covered

No warranty is given with respect to the Platform, the Resin Tank or any consumables attached to or provided with the Product (including carton, packing materials, power cords, USB cables, resin, user manuals and USB flash drive).

This warranty covers only those Product defects that arise as a result of normal and reasonable use of the Product and does not cover any other problems, including those that arise from: (i) improper maintenance or modification; (ii) use of software, media, parts or supplies not provided by XYZprinting; (iii) operation of the Product outside the Product's specifications or without following the instructions of quick guide/product manual; or (iv) unauthorized modification or misuse of the Product.

XYZprinting does not offer global warranty, nor perform warranty services outside of the region where you bought the product. For the Product purchased from either local e-tailer or distributor, end-users must contact the dealer first.

### **What XYZprinting Will Do**

In the event a Product defect is covered by this warranty, XYZprinting will repair or replace the Product at no charge to the end-user, other than any shipping charges as stated below.

### **How to Get Service**

If warranty service is needed please contact your original seller or submit a ticket via the XYZprinting website. In order to receive warranty service, you must provide the Product name, serial number and proof of purchase.

If the Product is eligible for warranty service, you will receive a Return Merchandise Authorization (RMA) number and the address of the service center to which the Product should be shipped for warranty service. When you receive an RMA number, you must ship the Product to the specified service center with the RMA number printed on the shipping label or on the shipping carton. An RMA number is required before you ship the Product for warranty service. If you fail to include an RMA number on the shipping label or the shipping carton, any repair or replacement of the Product could be delayed.

### **Payment for Shipping Costs**

The end-user is responsible for the costs of shipping the Product to the assigned service center for warranty service. If an end-user submits a Product for warranty service within the warranty period, the Product has a Product defect covered by this warranty, and the end-user is located within the service area, XYZprinting will be responsible for the costs of shipping the repaired or replacement Product to the end-user. In all other cases, the end-user is responsible for the costs of shipping the Product back to the end-user.

XYZprinting ordinarily uses ground shipping for the return of a Product to the end-user after any warranty service. If an end-user requests that the Product be returned by an alternative method of shipment, and XYZprinting agrees to the alternative method, the end-user is responsible for the costs of the shipment by the alternative method.

### **Other Terms and Conditions.**

When providing any warranty service, XYZprinting reserves the right to repair the Product with materials and parts selected by XYZprinting or to replace the Product with another product of the same kind, at the option of XYZprinting. Any replacement

product may be new, refurbished, or used, provided that the replacement product has functionality at least equal to that of the Product being replaced. After any repair or replacement, the original warranty period will continue from the end-user's purchase date without extension or renewal.

XYZprinting may charge the end user for all costs incurred by XYZprinting with respect to a Product submitted for warranty service under any of the following circumstances:

- - Misuse: In the case of any defect or damage to the Product caused by incorrect use, improper installation, abnormal wear, physical damage or deformation caused by falls or blows, burnt circuits resulting from action by the user, broken or bent interfaces or pins, or any other defect or physical damage to the product caused by misuse.
  - Incompatibility issues: In the case of any problem not directly related to the Product itself, such as a complaint of a conflict with or interference from other electronic equipment, a failure to perform as the user expected, noise from motor operation, printing speed, or odor caused from printing.
  - Damage caused by force majeure (such as a lightning strike, fire, earthquake, floods, civil disturbance or war, or any other event beyond human control.)
  - Any request for warranty service after expiration of the warranty period.

## Limitation of Warranties

- **THE DURATION OF ANY IMPLIED WARRANTY WITH RESPECT TO THE PRODUCT, INCLUDING ANY WARRANTY OF MERCHANTABILITY, QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE PERIOD OF THE LIMITED WARRANTY SET FORTH ABOVE. NEITHER XYZPRINTING NOR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED. EXCEPT AS EXPRESSLY PROVIDED HEREIN, XYZPRINTING DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.**

## Limitation of Liability

- **THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY OR ANY DEFECTS IN THE PRODUCT. EXCEPT AS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY, IN NO EVENT SHALL XYZPRINTING OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF DATA OR PROFIT), WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER XYZPRINTING OR ANY OF ITS THIRD PARTY SUPPLIERS IS ADVISED OR KNOWLEDGABLE OF THE POSSIBILITY OF SUCH DAMAGES.**
- To the extent that this Limited Warranty is inconsistent with applicable state or federal law, this Limited Warranty shall be deemed modified to be consistent with such applicable state or federal law.

- Some states/countries/regions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state/ country to country/ region to region.

## **Return Policy**

### **• Return Terms and Conditions**

Products may be returned unopened, unused, and undamaged within the return period, however, a restocking fee may apply. Return period and terms might vary depending on dealers and retailers. Please contact your seller for advice before returning the Product. No return for any opened item.

The end-user is responsible for any damage incurred during shipping.

### **• Payment for Shipping Costs**

For non-DOA return, end-user is responsible for shipping back the product to XYZprinting. For DOA return, once the condition is approved by the service center as DOA, XYZprinting will be responsible for shipping back the product to authorized service partner or in-house repair center. Otherwise end-user is responsible for the costs of shipping the Product to the assigned service center for warranty service. If an end-user submits a Product for warranty service within the warranty period, XYZprinting will be responsible for the costs of shipping the repaired or replacement Product to the end-user. In all other cases, the end-user is responsible for the costs of shipping the Product back to the end-user.

If the Product is located at a different region other than the one it was purchased from, end-user is responsible to ship back the Product to the original purchasing source.

### **• How to Get Refunded**

If a refund is approved, it will be credit to the original method of payment