

BITMI TECHNOLOGIES

BITMI PRO

Warranty

Printer and Printing Properties:

General

Bitmi Technologies grants a standard warranty on the Bitmi Pro series product in the country where the Product was purchased.

From the date the Product is sold and delivered to an end-customer for the first time, as evidenced by the original customer's purchase invoice, Bitmi Technologies warrants the Product is free from defects in material, design and workmanship for a period of twelve (12) months. Only the original purchaser is entitled to claim warranty and the warranty period is limited to his/her lifetime.

For a warranty claim to be valid, notification must be made before the end of the warranty period. The claim must be substantiated with the original customer's purchase invoice, the serial number sticker must still be on the Product(s) and the Product must be returned in the original packaging. Since customers will only be entitled to make a warranty claim on submission of the original invoice and packaging, we advise that both the invoice and official packaging are kept in a safe place.

What is covered:

- Any defects in materials, design and workmanship for The Bitmi Pro 3D Printer under typical use during the coverage period and which is not specifically excluded below.

What is not covered:

- Costs incurred for shipping defective Products for scrutiny and/or repair, nor for shipping costs of replacement or repaired Product(s) back to claimant;
- Consumables, such as the nozzle, PTFE bowden tube, print surface and filaments;
- 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 support page;
- Any other event, act, default or omission outside Bitmi Technologies control;
- Failure of the product caused by an accident or damage due to shipping;
- Incidental or consequential damages such as water, excess heat, electrical discharge, abuse, misuse, neglect, unusual operating conditions or improper storage;
- Normal wear & tear including scratches and nicks;

Extended Standard Warranty

This Extended Warranty is provided under the same terms and conditions as those of the standard 1-year limited warranty with which the Printer is initially sold and distributed. This Extended Warranty simply extends the standard 1-year limited warranty period, and is not a service contract.

- The terms of the Standard Warranty can be extended at any time during existing warranty coverage;
- Extended Standard Warranty options include only 1 additional year;
- All Extended Standard Warranty options described in this section apply to the first end user (purchasing customer) and are non-transferrable;