

Ultimaker

WARRANTY

LEGAL INFORMATION

Ultimaker grants a standard warranty on all Ultimaker products. Any notification of a warranty claim must be made with the Ultimaker dealer ("the Dealer") from whom the product was purchased originally, even if this is not in the claimant's present country of residence. The warranty is issued by the Dealer from whom its name and address are stated on the original invoice.

Ultimaker grants a standard period of 1-year full warranty on all parts. This warranty does not apply to the hot-end*, which is considered as a consumable. The warranty period starts from the date shown on the customer's purchase invoice. For a warranty claim to be valid (i) notification must be made before the end of the warranty period; (ii) conform to any additional stipulations of the warranty period, as defined below; (iii) must be substantiated with original proof of purchase, including the serial number of the product(s) and the original/official packaging.

CONDITIONS

In the event of material or manufacturing defects, the Dealer is obliged to rectify the defects free of charge according to Ultimaker warranty conditions. If the defect cannot be repaired, the Dealer will, within the warranty period, replace the product free of charge by an identical product, or, if the product is no longer manufactured, by a similar replacement of the same value or offer an appropriate refund. Whether a justified claim will be settled by replacement, by repair or by compensation remains at the Dealer's discretion.

The Ultimaker warranty is granted under the explicit condition that Ultimaker's installation and maintenance instructions have been observed. Unless the booklet contains 'do-it-yourself' assembly instructions for the product or part thereof and these have been followed up meticulously, the warranty will become invalidated if the product was at any time disassembled or reassembled by persons not authorized and confirmed by Ultimaker to be qualified. The Ultimaker product must have been sold, delivered and assembled by a recognized Ultimaker dealer. You will find the addresses of recognized Ultimaker dealers on our website: www.ultimaker.com

The Ultimaker warranty does not cover any defects or damage caused by inappropriate use, incorrect or improper use, or normal wear and tear. If any Ultimaker product is combined with a product not manufactured by Ultimaker, the warranty may be restricted or declared void, depending on the nature of the claim.

Any warranty claim must first be recognized as justified, either by the Dealer in claimant's country, or by Ultimaker.

Depending on the country, the warranty may not automatically include cost incurred for shipping defective products for Ultimaker or its Dealer for scrutiny and/or repair, nor for shipping cost of replacement or repaired product(s) back to claimant. Within the warranty period repair itself, however, will be free of charge.

Since customers will only be entitled to make a warranty claim on submission of the original invoice, we advise that both the invoice and official packaging are kept in a safe place. Only the original purchaser is entitled to claim warranty. Notification of a warranty claim must be made to the Dealer from whom the product was originally purchased.

The warranty period is limited to the lifetime of the first original purchaser.

OTHER WARRANTY CONDITIONS

- If a part is repaired or replaced during the warranty period, the (extended) warranty period still remaining for the entire product will apply to this part.
- The purchaser - provided that they are 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 warranty without prejudice to their rights or claims in accordance with the law.
- The warranty does not apply to the hot-end; integrated nozzle + heater block, PTFE coupler, PTFE nozzle ring, hot end isolator, set screw, spring and PT100 B sensor.