

WARRANTY

GENERAL CONDITIONS OF WARRANTY, REPAIRS AND TECHNICAL SUPPORT

THESE TERMS APPLY TO ALL EQUIPMENT MARKETED AS OF JANUARY 1, 2011, FOR FINAL CUSTOMERS OF DISCOVERY 3D PRINTER S.L.

CUSTOMERS WHO PURCHASE THEIR EQUIPMENT THROUGH A DISTRIBUTOR, SHOULD ADDRESS THEM TO KNOW THE TERMS OF THEIR WARRANTY AND SUPPORT.

WHEN AGREED WITH THE CUSTOMER, THESE GENERAL CONDITIONS MAY BE MODIFIED IN SPECIFIC CONTRACTS.

WARRANTY

DISCOVERY 3D PRINTER S.L. guarantees that the equipment is delivered free of defects. The warranty is only applicable when the equipment is used under the conditions described in the documentation provided to the customer. The equipment will be considered as accepted from its first use.

The warranty validity period begins when the customer signs the "Warranty Certificate" that is delivered with the equipment, and will be one (1) year for parts with manufacturing defects and three (3) months for parts subject to wear.

The type of guarantee is RBE (Repair By Exchange - Repair by Exchange). Does not include labor or travel.

REPAIRS

In order to change a part under warranty, the part must first be received at the DISCOVERY 3D PRINTER facilities for verification and approval, repair of the part or exchange for a new one.

In the event that the material works correctly or the fault is not covered by the guarantee, the cost of the verification and the transport costs will be borne by the customer.

If a repair is necessary due to the failure of non-original parts, damage due to improper use or external causes, DISCOVERY 3D PRINTER reserves the right to return the part without repair.

If you decide to carry out the repair, DISCOVERY 3D PRINTER will request authorization to apply the additional costs to complete said repair, even if the product is covered by the warranty.

Any replacement parts provided for the equipment will be guaranteed only for the remainder of the original warranty period.

SUPPORT

If the client considers that the equipment does not comply with the guarantee, he must communicate it through the support hotline: soporte@cncbarceñas.com

Any litigation derived from these conditions will be governed by the laws of Spain and in the courts of Valdepeñas (Ciudad Real), Spain.