RAISE3D products are made with a commitment to quality and design. To ensure your best experience with our product, we advise you to read all the documentation and manuals provided with the device and visit our website for further information (http://www.raise3d.com).

1- DEFINITIONS

RAISE3D (which may also be referred to herein as “we”): The manufacturer and importer of the PRODUCTS, an Entity with the below legal representation depend of the territory where the purchase was performed:

Sale Location	Company
United States	Raise 3D Technologies, Inc
Europe	Raise3D B.V.
Mainland China	Shanghai Fusion Intelligence Co., Ltd Shanghai Fusion Tech Co., Ltd
Outside of the United States, Europe or Mainland China	Shanghai Fusion Trading Co., Ltd

RESELLER: Entity authorized by RAISE3D to resell the PRODUCTS in their region.

END-USER (which may also be referred to herein as “buyer”): The original purchaser and final user of the PRODUCTS

PRODUCT/S: The item or items to which this Warranty document is adhered to, in this case is Series of Printers **Pro3 HS, Pro3, Pro2, N, and E2, and E2CF** Printer.

2- DISCLAIMER OF WARRANTIES

2.1 NEITHER RAISE3D NOR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, EXCEPT AS EXPRESSLY PROVIDED HEREIN. RAISE3D DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

2.2 SUBJECT TO THE LIMITATIONS SET FORTH HEREIN, RAISE3D WARRANTS TO THE ORIGINAL END-USER BUYER DURING THE WARRANTY PERIOD THAT: (1) THIS PRODUCT WILL BE FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP THAT ARISE AS A RESULT OF NORMAL AND REASONABLE USE OF THE PRODUCT; AND (2) SUCH HARDWARE PRODUCTS ARE MANUFACTURED FROM NEW OR EQUIVALENT NEW PARTS IN ACCORDANCE WITH INDUSTRY-STANDARD PRACTICES. THIS WARRANTY IS NOT TRANSFERABLE TO ANYONE WHO SUBSEQUENTLY PURCHASES, LEASES OR OTHERWISE OBTAINS THE PRODUCT FROM THE ORIGINAL END-USER BUYER.

2.3 RAISE3D PRODUCTS SHOULD NOT BE USED FOR ANY ILLEGAL PRODUCTION PURPOSES SUCH AS THE MANUFACTURE OF PRODUCTS THAT ARE PROHIBITED BY LAW, AND

RAISE3D WILL NOT ASSUME RESPONSIBILITY FOR ANY LEGAL ISSUES THAT MAY ARISE FROM THE ILLICIT USE OF RAISE3D PRODUCTS.

2.4 IN ALL EVENTS, THE TOTAL LIABILITY OF RAISE3D FOR ANY PRODUCT WARRANTY CLAIMS, INCLUDING DEFECTS OR ANY DAMAGES ARISING THEREFROM, WILL NOT EXCEED THE END-USER'S PURCHASE PRICE FOR THIS PRODUCT, PLUS ANY NECESSARY EXPENSES INCURRED BY THE END-USER IN REQUESTING WARRANTY SERVICE. RAISE3D'S RESPONSIBILITY FOR DEFECTIVE PRODUCTS IS LIMITED TO THE REPAIR OR REPLACEMENT AS DESCRIBED BELOW.

3- WARRANTY PERIOD

3.1 The Standard Limited Warranty period of this product is 12 months commencing upon the date of the invoice for the product.

3.2 RAISE3D offers customers the possibility of purchasing warranty extensions which can only be acquired by the original end-user buyer and as long as the requirements mentioned in "APPENDIX 1 – Description of Services" of "Extended Warranty Policy" are met. Please visit (http://www.raise3d.com) for more information about how to extend your warranty.

4- WHAT IS COVERED

4.1 This product and the parts that compose this product are 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 during the defined warranty period above. RAISE3D will, at its discretion, repair or replace the defective products and/or parts of the products at no charge for the END USER as long as the warranty requirements are met.

4.2 When providing any warranty service, RAISE3D reserves the right to repair the product with materials and parts selected by RAISE3D or to replace the product with another product of the same kind, at the option of RAISE3D. 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 date of the end user's original invoice for the purchase of the product without extension or renewal.

5- WHAT IS NOT COVERED

This limited warranty covers only defects in materials or workmanship arising as a result of normal and reasonable use of the product and does not cover any other problems. For clarity, and not by way of limitation, the following is not covered:

5.1 Improper use: 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.

5.2 Damage due to improper storage and protection of the product.

5.3 Damage due to failure to follow the product instructions or to perform any preventative maintenance.

5.4 Damage caused by modifications, unauthorized repair, or normal wear and tear.

5.5 Damage caused by external causes or force majeure such as accidents, abuse, lightning strike, fire, earthquake, floods, civil disturbance or war, or any other event beyond RAISE3D's reasonable control.

5.6 This warranty does not apply to consumables neither materials nor parts once used for the first time, such as **Hotend(s), Hotend(s) Assembly(ies), Nozzle(s), Fan Cover(s), Build Surface, Build Plate(s), Top Acrylic Lid, Filter, Extruder Front Model Cooling Fan, P Thermocouple, Screw Buckle, Raise3D 2.5KG Filament Box, PC Cable Support, Hotend Board, Short Tube, Pro3 HS Series Filament Detection Assembly, 2.5kg Filament Support Shaft Sleeve, Top Cover(s), USB flash drive, SD card** or other items that are expended in the normal operation of the product, nor does it cover external devices, accessories or parts added to the PRODUCTS after the system is shipped from RAISE3D.

5.7 Incompatibility issues: in the case of any problem not directly related to the function of 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, speed, or odour caused from use of the product.

5.8 Cosmetic damage: Damages, including scratches, sign of usage, worn parts, dents, etc. that are only visual and doesn't affect the normal operation of the PRODUCT.

5.9 If End-User client changes or modifies the facility power supply resulting in components damage, or the systems not running properly.

6- WARRANTY CONDITIONS

This Warranty becomes automatically invalid if:

6.1 The warranty period stated in Section 3, has lapsed;

6.2 The purchase of the product was has not made from an authorized RAISE3D vendor;

6.3 The END USER is unable to provide a valid proof of purchase;

6.4 The product's serial number is not visible or has signs of alteration;

6.5 Product users did not follow RAISE3D's operating instructions provided in the latest product manual, the official most up to date manual version will be always available at www.raise3d.com

6.6 The product is not cleaned regularly, nor preventive maintenance regularly performed as specified by RAISE3D guidelines;

6.7 The product is altered, modified, or serviced by unauthorized personnel;

6.8 The product has been installed outside of the territory where it has been originally purchased from, without written approval from RAISE3D;

6.9 If any of the ancillary equipment and consumables required for the main product to function, which are not supplied by RAISE3D or do not follow RAISE3D's specifications mentioned in the "Installation Requirements Guide";

6.10 The product has been damaged by any cause, equipment, or consumable not related to RAISE3D; or

6.11 The filament used with the product have not been approved by Raise3D. Please refer to RAISE3D's Approved filament, as listed at: https://www.raise3d.com/filaments/

7- HOW TO GET SERVICE

7.1 In order to get service for the product, it has to be successfully registered online at RAISED3D via: https://www.raise3d.com/product-registration/.within the valid warranty period stated in Section 3.

7.2 Warranty applications can be submitted to RAISE3D if the product was purchased directly from RAISE3D at https://support.raise3d.com.

7.3 If the product was purchased via an authorized RESELLER, please contact your RESELLER for further instructions.

7.4 Claims under warranty must be reported to RAISE3D or its authorized RESELLER, within 30 days from the date of detection.

7.5 In addition, any warranty claim must be accompanied with:

- Product Registration Number (PRN), once the Online Product Registration is available, or a copy of the invoice with the product 's serial number issued by RAISE3D or an authorized RESELLER.
- Brief explanation of the issue; and
- Visual evidence such as photos or videos that clearly shows the issue related in the point above.

7.6 Any warranty claim that does not meet these requirements will be automatically invalid. **If the above requirements are met, but the issues are not covered by the limited warranty, RAISE3D may provide customer service with respect to such issue with a separate charge to the End-User.**

8- SHIPPING DAMAGES

8.1 RAISE3D and its partners will ship the products protective packaging and favorable conditions, still unforeseen shipping damages might occur. In such cases, the END USER must inspect the packaging at delivery for any damages and make the relevant remark on the shipping documents.

8.2 If no apparent damage was visible in the packing material but a hidden shipping damage was detected during unpacking process, such damage must be reported to RAISE3D or the RAISE3D authorized RESELLER, whoever performed the delivery, within 24 hours after product arrival. The END USER or END USER's shipping partner are responsible for shipping damages if the END USER or shipping agent takes delivery of the product from RAISE3D's or RAISE3D Authorized RESELLER's facilities.

9- WARRANTY SERVICE

The limited warranty provided to the product also includes the following services, as applicable, during the respective warranty period:

9.1 Remote Tech support: RAISE3D offers remote technical support through telephone, email, and video conference.

9.2 Spare Parts: RAISE3D may also make arrangements with you to send you replacement parts that you may install on the product. After a warranty claim has been submitted and after proper analysis by RAISE3D technical team, the relevant parts needed to perform such repair will be supplied to the End-User free of cost and free shipping.

9.3 Ship-to-Shop Service: If the repair cannot be solved by remote technical support, RAISE3D or RAISE3D's distributor may choose to repair your product at our service site.

9.4 Software Updates: RAISE3D offers free-of-charge upgraded versions of the standard version of the software developed by RAISE3D required to run the machine during warranty period.

10- SPARE PARTS AVAILABILITY

10.1 RAISE3D will ensure spare parts availability for up to 3 years after product discontinuation. RAISE3D will inform its channel and will notify about this action in their official website, but will never in any case contact individual END-USERs about this product discontinuation.

10.2 RAISE3D will reserve the right to recycle the spare parts that are replaced after the product is repaired during the warranty period.

11- PACKAGING

11.1 Your RAISE3D product is transported in reusable, durable packaging that has been specially designed to protect the product during transport. This packaging must be kept during the warranty period and used anytime you need to transport the product. If the original shipping carton and packaging are not available, the purchaser must notify RAISE3D, who will send a replacement carton and packaging materials to the purchaser, at the purchaser's expense.

12- LIMITATION OF LIABILITY AND DISCLAIMER

12.1 THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY OR ANY DEFECTS IN THE PRODUCT.

12.2 IN NO EVENT SHALL RAISE3D OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, PUNITIVEINCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF DATA OR PROFIT), WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER RAISE3D OR ANY OF ITS THIRD PARTY SUPPLIERS IS ADVISED OR KNOWLEDGABLE OF THE POSSIBILITY OF SUCH DAMAGES.

12.3 RAISE3D RESERVES THE RIGHT TO MODIFY OR UPDATE ITS PRODUCTS WITHOUT AUTORIZATION AND TO REPLACE ANY EQUIPMENT DELIVERED PRIOR TO ANY SUCH CHANGE. RAISE3D SHALL OWN ALL PARTS REMOVED FROM REPAIRED PRODUCTS.

12.4 NO AGENT, DISTRIBUTOR, OR RESELLER IS AUTHORIZED TO MODIFY, ADAPT, OR EXTEND THESE WARRANTY CONDITIONS.

12.5 IF THE LAWS OF THE COUNTRY WHERE THE PRODUCT IS SOLD PROVIDE MORE STRINGENT AND NON-NEGOTIABLE WARRANTY PROVISIONS THAN THOSE STATED IN THIS DOCUMENT, RAISE3D WILL PROVIDE WARRANTY SERVICE AND RIGHTS AS REQUIRED BY THOSE LAWS.