

Standard Warranty Policy

More3D GmbH & CoKG (hereinafter called "more3D") warrants all products to be free from defects in material and workmanship under normal operating conditions and proper application in accordance with the specifications for operation as described in the more3D product catalogs. The term "Buyer" as used herein means the person or firm who purchased the product from more3D and includes direct OEM customers and more3D distributors.

1. Warranty Coverage

1.1. The warranty does not cover conditions over which more3D has no control, including, without limitation, products damaged or subjected to accident, abuse or misuse after shipment from more3D, products altered, disassembled or repaired by anyone other than more3D personnel or persons authorized in writing by the more3D Warranty/Service Department prior to commencement of said work.

1.2. Failures which are not attributable to defects in material and/or workmanship and which are not considered by more3D as part of the warranty coverage include, but are not limited to:

1.2.1. Damages due to deterioration during periods of storage after shipment from more3D.

1.2.2. Damage, of any kind, from erosive or corrosive action of any gasses or liquids.

1.2.3. Lack of maintenance.

1.2.4. Damage attributed to accident, abuse, or neglect.

1.2.5. Incorrect mounting of hardware, etc.

1.2.6. Operating beyond the recommended maximum temperatures, pressure and humidity.

1.2.7. Use of the product in a manner/purpose which it was not designed or intended by more3D.

1.2.8. Misalignment.

1.2.9. Product repaired, disassembled, or altered by unauthorized personnel

2. General Provisions

2.1. No special, incidental, consequential or other damages shall be recoverable. More3D shall not be liable for collateral damages or contingent liabilities including, but not limited to, loss of life, personal injury, loss of crops, loss due to fire or water damage, loss of business income, downtime costs, or trade or other commercial loss arising out of the failure of our products. more3D will in no event be liable for any sum in excess of the price received for the product for which liability is claimed or associated.

3. Warranty Returns

3.1. No product shall be returned without prior authorization from more3D. Product submitted for warranty consideration must be shipped prepaid to more3D. There will be no acceptance of any charges for labor and/or parts incidental to the removal or remounting of products repaired or replaced under this warranty. There will be no acceptance of any transportation charges for product shipped from end-user to more3D, or any stops in-between unless otherwise agreed to in writing by more3D.

4. Warranty Payments/Credit

4.1. For warranty approved product, more3D will repair or replace with new product.

5. Warranty Period

5.1. All NEW and REMANUFACTURED more3D Units have a warranty period 24 months after shipment from more3D.

5.2. The Buyer has 30 days after delivery of products to identify damaged or defective parts and to request warranty.

5.3 Warranty Period is extendable in a yearly-basis, based on a separate contract.

6. Warranty Limitations

6.1. This warranty is expressly in lieu of any other warranties, expressed or implied, including any warranty of merchantability or fitness for a particular purpose.

7. Warranty Processing Procedure

- 7.1. A Return Authorization (RA) must be obtained from the more3D Warranty/Service Department prior to any product being returned for warranty consideration. The RA (number) must be clearly marked on the outside of the package of the returned product. Product returned without authorization or without the RA Number clearly marked on the outside of the package will be rejected at the dock and returned to sender freight collect.
- 7.2. Product submitted for warranty consideration must be shipped prepaid to more3D for warranty inspection and/or evaluation unless otherwise agreed to in writing by more3D.
- 7.3. Product returned for warranty consideration should not contain the customer’s accessories (USBSticks, DVD/CD/BLURAY Media, etc.). more3D does not assume responsibility for the return of such accessories.
- 7.4. To insure a proper and accurate warranty evaluation, product returned for warranty consideration must be properly packaged to preclude damage during shipment.
- 7.5. Product repaired under warranty can be “drop shipped” to third parties if requested by the Buyer. The invoice (if applicable) and Unit Failure Analysis (UFA) Report will be sent to the Buyer.
- 7.6. For Product found to be defective in material or workmanship and within the stated warranty period:
 - 7.6.1. The Product will be repaired and tested (if applicable) at no charge. Repairs performed under warranty will be warranted against further defects in material or workmanship for the balance of original warranty period.
 - 7.6.2. more3D will only pay return freight on product repaired under warranty. More3D will credit the Buyer account for standard shipping costs if the product warranty is approved.
 - 7.6.3. If the damage to the product is beyond economical repair, more3D may elect to scrap the returned product and supply a new product.
- 7.7. For product denied warranty:
 - 7.7.1. At the Buyer’s request, the product can be remanufactured for a price published and/or quoted by more3D. The Buyer is responsible for inbound and outbound freight and brokerage fees.
 - 7.7.2. Product will only be warranted for the balance of their original warranty period.
 - 7.7.3. Product will be kept by more3D, pending disposition by Buyer, for a period of 30 days. At the end of this period, the product will be shipped back, as is, at the expense of the Buyer. Optionally, more3D will scrap the product after receiving written approval from the Buyer.
- 7.8. Upon inspection and/or test, a UFA Report will be completed by the more3D Warranty/Service Department. This document will report the condition of the product and a diagnosis of the failure or malfunction, if applicable. One copy of the UFA Report will be forwarded to the Buyer.

8. Warranty Processing Lead Time

Hardware Products	Standard	Silver	Gold
Response Time	3 Business Days	2 Business Days	1 Business Day
Replacement Time	15 Business Days	10 Business Days	7 Business Days

Software Products	Standard	Silver	Gold
Response Time	3 Business Days	2 Business Days	1 Business Day
Replacement Time	10 Business Days	8 Business Days	5 Business Days