

## Manufacturer Warranty

### After-sale Service

Whether you're having a problem with something you bought from us, or just have some questions about us, we're always happy to help. Whenever you have a question, just head over to our support team via [support@creatbot.com](mailto:support@creatbot.com) to get in touch with our team. We do our best to get back to you as soon as possible and offer email service Monday-Friday. You should receive a response in 24 hours. We also schedule Skype online support as needed. Start a support case with us, and if we can't resolve it quickly via email, we'll be happy to talk to you on Skype.

### Warranty Period

12 months after date of delivery to first End-User.

### Warranty

- CreatBot represents and warrants to the first End-User of original products that the products shall materially conform to CreatBot's published specifications in effect as of the date of delivery, subject to the terms and conditions below :
- If any spare parts are damaged during the warranty period, we will send them to the customer free of charge and guide the customer in replacement and repair through videos and documents. Except for the nozzles and hot-end. This is a consumable product with a 6-month warranty. You will need to purchase it

after the expiration date. All online services are free for life.

## Return Policy

CreatBot accepts returns on a very limited basis: for such large and professional equipment, returns are only accepted on devices which have serious and irreversible quality defect problem, meanwhile, the End-User must apply for the returns within 7 calendar days from the date of delivery.

## Cancellations & Refunds

- To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be unopened and in the original packaging. Samples and Gift Cards are not subject to exchange and return.
- The customer is responsible for all shipping costs, both outbound and return shipping, associated with the Product order (in other words, even if your order arrived with free shipping, if you want to return it you still have to pay the outbound shipping fee).
- All canceled orders and all returned orders are subject to a 15% of the amount of your order as an administration fee, whether or not your order has shipped. If your order has shipped, you (the buyer) will also be responsible for actual return shipping charges.

## Exclusions

The warranty obligations do not cover physical damage sustained from improper handling during shipping as p-4 rounded-lg bg-light border as normal wear and tear in use of Product. The warranty shall be voided if alleged Product failure was caused in whole or part by: (i) unauthorized modifications, alterations or repair; (ii) parts or Consumables were installed and used that were not certified or approved by CreatBot or its designated representative, including without limitation the use of filament not from CreatBot; (iii) unusual physical or electrical stress; (iv) abuse, misuse, accident, neglect; (v) exposure to moisture, flooding, fire, electrical problems associated with incoming power or other acts not the fault of CreatBot; (vi) not adhering to CreatBot's recommended maintenance procedures or failure to comply with Product instructions and/or documentation; (vii) to the extent allowed by applicable law, the Product has been removed from the country or region where it was originally sold by CreatBot or its designated representative. No coverage under the Warranty will exist if CreatBot was not notified of the alleged defect or malfunction prior to the expiration of the Warranty Period. CreatBot shall make the final determination as to the existence and cause of any alleged defect.