



3D Dream Workshop

3D Printer Warranty

1. Under normal operating condition, 3D Dream Workshop provides FunPlay Crystal and Amber for three months limited warranty of the "non-human error" damage. The three months warranty begins with the shipping date.
2. Under normal operating condition, 3D Dream Workshop provides FunPlay—Pearl for twelve months limited warranty of the "non-human error" damage. The twelve months warranty begins with the shipping date.
3. To avoid any damages from delivery, we highly recommend our customers to check their package once it arrives. If you find anything wrong, please contact to your reseller within 7 days (from the date of arrival) for support and service.
4. Under normal operating condition, our resellers will provide free service except all shipping cost, taxes, tariffs and other fees. (It means customers are responsible for delivering the 3D printer to our resellers and retrieve it back.) Home service may be charged, please contact our resellers for the price.
5. Under the warranty, the cause of damage and malfunction, repair time and cost will be accredited by our policy and SOP.
6. Customer MUST send and take responsibility for 3D printer, power and USB cables in original package, or equally secure package before shipping.
7. Our company has sole discretion to decide any replacements, if some parts are no longer produced or cannot require in a reasonable time. After

received the owner's agreement, the compatible or higher quality of specific replacements might be charged.

8. During repairing, our company neither provides the replacement for that product nor compensates the loss of production.
9. FunPlay Series - Crystal and Amber: Acrylic and Aluminum extrusion parts are not included in the warranty.
10. Exception: the following terms and conditions are not included in this limited warranty, our company may not provide services and the cost of it.
 - The damages caused by human error:
 - Improper installation and operation
 - Inappropriate wear and tear
 - Electronic meltdown, twist or break of parts due to inappropriate force
 - Interface or pins banding or breaking
 - Malfunction caused by dirt and water damage
 - Damage, remove, forged or altered the warranty seal or sticker, or any visually recognizable man-made damages.
 - Accessories and adjustments:
 - Accessories: mirrors, resin tray and printing plate are not included in limited warranty

- Adjustments: service, cleaning and lubrication are not included in our limited warranty.
- Any improper operations, which are not under our policy:
 - Improper installations and operations
 - Third party materials and power supply
 - Other environmental issues
- Repair or service without our company's written agreement: the product is dismantled, fixed, refitted, or altered by the user, and so on.
- Incompatible hardware: Incompatible specification of the equipment.
- Inexpectation, running noise, speed, excessive heat and other non-defect issues.
- Natural disaster.