



3D SYSTEMS[®]

3D SYSTEMS CORPORATION

ProJet[®] CJP and MJP 3D Printers

WARRANTY

THIS EQUIPMENT WARRANTY IS PROVIDED BY 3D SYSTEMS CORPORATION, THE ORIGINAL MANUFACTURER OF THE EQUIPMENT COMPONENT OF THE PROJET THREE DIMENSIONAL PRINTERS OR ITS AUTHORIZED SERVICING RESELLER, AS APPLICABLE. THE CAPITALIZED TERMS: “YOU”, “YOUR” AND THEIR VARIANTS MEAN THE COMPANY OR ENTITY THAT PURCHASED THE EQUIPMENT FROM 3D SYSTEMS OR ITS AUTHORIZED RESELLER AND PAID THE REQUIRED FEES; “3D SYSTEMS”, “WE”, “OUR” AND “US” MEANS 3D SYSTEMS CORPORATION OR ITS AFFILIATED COMPANIES. “3D PRINTER” MEANS YOUR PROJET THREE DIMENSIONAL PRINTER SYSTEM. THIS WARRANTY APPLIES TO 3D PRINTERS SHIPPED AFTER JANUARY 1, 2019.

WARRANTY COVERAGE

In the event that You purchased Your 3D Printer directly from 3D Systems as (i) an authorized servicing reseller or (ii) an end customer in which 3D Systems continues to directly provide service on that 3D Printer, this warranty is provided to You directly from 3D Systems. Alternatively, if You are an end customer which purchased Your 3D Printer from an authorized servicing reseller that is providing You service on that printer or Your service has been transferred from 3D Systems to an authorized servicing reseller, this warranty is provided to You from such authorized servicing reseller.

3D Systems or its authorized servicing reseller, as applicable, warrants that the Equipment will be free from defects in materials and workmanship, during the applicable warranty period, when used under the normal conditions described in the documentation provided to You. This Equipment warranty applies only to the core machine and machine housing components of Our proprietary 3D Printers, such as their electronics modules and elevator assemblies (the “Equipment”) and excludes all software and consumable parts, including the plastics, resins, powders, binders, infiltrants or related compounds used to create models and prototypes. Repairs required during the warranty period because of the use of non-integrated, non-approved, or non-licensed materials in the Equipment are excluded from this warranty. The warranty period and scope of additional coverage are different for certain 3D Printer models. The respective 3D Printer models have the following warranty period and scope of additional coverage:

ProJet CJP Systems – All Models: The warranty will start at the earliest of (i) the date of installation of the CJP 3D Printer or (ii) three hundred and sixty five (365) days after the CJP 3D Printer is shipped from 3D Systems to You or to the reseller that sold the CJP 3D Printer to You, and the warranty will continue for twelve (12) months. The warranty includes no additional coverage beyond the general coverage discussed above.

ProJet MJP Systems – All Models: The warranty will start at the earliest of (i) the date of installation of the MJP 3D printer or (ii) three hundred and sixty five (365) days after the MJP 3D Printer is shipped from 3D Systems to You or to the reseller that sold the MJP 3D Printer to You, and the warranty will continue for twelve (12) months. The warranty includes no additional coverage beyond the general coverage discussed above.

With respect to all end customers, this warranty does not cover defects or non-conformities caused by events external to the Equipment (including floods, electrical surges or the like); or if You use the Equipment in a manner that does not conform to the documentation. Warranty coverage may be declined if parts other than Genuine 3D Parts have been used or if the Equipment has been modified, maintained, or assembled by any party other than Us, Our direct subcontractors, or a reseller that We have authorized to service the Equipment. “Genuine 3D Parts” are those parts, components, materials, and consumables manufactured by Us or which We specifically authorize for use with the Equipment. Any replacement parts provided for the Equipment will be warranted only for the remainder of the original warranty period.

With respect to end customers, please note that Your warranty may have been triggered by Your authorized servicing reseller so You should always confirm Your warranty coverage by calling the 3D Systems Warranty Hotline noted below. In addition to the above-referenced exclusions, with respect to Our authorized servicing resellers, this warranty does not cover any labor charges during the warranty period. The cost of replacement parts, which may be new or refurbished, is included in this warranty. At the expiration of this warranty period, 3D Systems or an Authorized Servicing Reseller will make available to end customers a maintenance agreement in accordance with standard rates and specified terms set forth in 3D Systems Corporation Maintenance Agreement Terms and Conditions.

THIS WARRANTY IS THE ONLY WARRANTY PROVIDED FOR THE EQUIPMENT. SOFTWARE IS SUBJECT TO SEPARATE WARRANTY UNDER AN APPLICABLE END USER LICENSE AGREEMENT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, 3D SYSTEMS EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES FOR THE 3D PRINTER AND EACH OF ITS COMPONENTS, WHETHER THOSE WARRANTIES ARE EXPRESS, IMPLIED, OR STATUTORY INCLUDING WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR PURPOSE. IF YOU PURCHASED THE EQUIPMENT FROM ONE OF OUR AUTHORIZED SERVICING RESELLERS, THAT RESELLER MAY HAVE PROVIDED YOU WITH EXTENDED OR ADDITIONAL WARRANTY OR SERVICE PLANS. SUCH WARRANTY OR SERVICE PLANS ARE PROVIDED BY THE RESELLER ACTING ON ITS OWN BEHALF UNDER A SEPARATE AGREEMENT WITH YOU. 3D SYSTEMS IS NOT IN ANY WAY RESPONSIBLE TO YOU OR THE AUTHORIZED SERVICING RESELLER UNDER SUCH PLANS.



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WARRANTY SERVICE

If You feel that the Equipment does not comply with the above warranty, You must contact the 3D Systems' Warranty Hotline or Our authorized servicing reseller, as applicable. If Your 3D Printer is serviced by an authorized servicing reseller, You must first contact such reseller regarding any warranty service claims. 3D Systems or Our authorized servicing reseller, as applicable, will be responsible only for those defects or other non-conformities then under warranty and which have been reported in a timely manner. Liability under the warranty is limited to bringing the Equipment into compliance by repairing or replacing the defect using either new or refurbished Genuine 3D Parts.

You may be instructed to ship defective parts to a repair depot at the location specified by 3D Systems or Our authorized servicing reseller, as applicable. If We or Our authorized servicing reseller advance ship a replacement part to You, You must ship the defective part using the same packaging provided with the advance shipment and must send it to the applicable depot using a delivery method that ensures receipt within thirty (30) calendar days of the date You were sent the advance shipment.

YOU MAY BE DECLINED WARRANTY SERVICE OR CHARGED ADDITIONAL HANDLING FEES AND/OR OUR THEN-CURRENT LIST PRICES FOR REPLACEMENT PARTS OR EQUIPMENT IF YOU DO NOT FOLLOW THESE PROCEDURES, IF YOU USE INCORRECT PACKAGING, IF WE OR OUR AUTHORIZED SERVICING RESELLER, AS APPLICABLE, DO NOT RECEIVE THE DEFECTIVE PART WITHIN THE TIME PERIOD SPECIFIED OR, IF AT THE TIME RECEIVED, THE PARTS EVIDENCE DAMAGE OTHER THAN THE ORIGINAL DEFECTS REPORTED BY YOU. Any defective parts which are not returned to the depot or which You elect to dispose of Yourself must be disposed of in accordance with 3D Systems' Environmental Policy and applicable law. A copy of Our Environmental Policy can be obtained by following the appropriate link in the software provided with the Equipment or by contacting Our Warranty Hotline. After expiration of the warranty, You may request off-warranty services for the Equipment. Off-warranty service or parts replacement may be provided by 3D Systems or Our authorized servicing reseller. Any service provided by 3D Systems will be invoiced at Our then-current prices unless We agree to other terms in writing. You must continue to use Genuine 3D Parts to receive off-warranty service.

HOW TO REACH 3D SYSTEMS

You can learn more about 3D Systems' warranty, service, updates, and other support by visiting 3DS Support at <https://support.3dsystems.com/>. You may also directly contact 3D Systems using the numbers or email addresses below:

Warranty Hotline from the Americas

+1 877.889.2677 inside the US and
+1 978.494.8240 outside the US
weekdays during normal business
hours or by email at Support-US@3DSystems.com.

Warranty Hotline from Europe, Asia, and Middle East (EMEA)

+49.6151.357245 weekdays during
normal business hours or by email at
Support-EMEA@3DSystems.com.

Warranty Hotline from Asia/Pacific

+852.8191.2453 weekdays during
normal business hours or by email at
Support-APAC@3DSystems.com.