

MAKERBOT'S LIMITED WARRANTY
NON-EU

YOU CAN CONTACT OUR TECHNICAL SUPPORT TEAM TO MAKE A WARRANTY CLAIM OR RECEIVE TROUBLESHOOTING BY VISITING [SUPPORT.MAKERBOT.COM](https://support.makerbot.com) OR CALLING 347 334 6800 EX.3

MAKERBOT'S LIMITED WARRANTY

THIS LIMITED WARRANTY applies to new and refurbished MakerBot hardware devices (MakerBot Replicator 2 Desktop 3D Printer, MakerBot Replicator 2X Desktop 3D Printer, MakerBot Digitizer, MakerBot Replicator Mini Compact 3D Printer, MakerBot Replicator Desktop 3D Printer, MakerBot Replicator Z18 3D Printer, the MakerBot Smart Extruder (“Smart Extruder”), the MakerBot Smart Extruder+, the MakerBot Tough PLA Smart Extruder+, MakerBot Replicator+ Desktop 3D Printer, MakerBot Replicator Mini+ Desktop 3D Printer) (collectively the “Products”) sold by MakerBot Industries, LLC (MakerBot) or a current authorized reseller of Products (collectively “Authorized Party” or “Authorized Parties”) outside of the European Union, Iceland, Liechtenstein, Norway, or Switzerland after January 1, 2014.

(A) LIMITED WARRANTY. MakerBot represents and warrants to the first end-user (“End-User”) of Products that the Products shall materially conform to MakerBot’s published specifications in the user manual, subject to the terms and conditions below.

(B) FOR A WARRANTY CLAIM TO BE VALID. (i) notification must be made before the end of the Warranty Period, as defined below; (ii) must accompany customer logs and/or any other documentation if requested by MakerBot; and (iii) must be substantiated with original proof of purchase from an Authorized Party, including the serial number of the Product(s).

(C) CLAIM HANDLING. (i) the remedy shall be repair or replacement of the non-conforming hardware Product or non-conforming part(s) of a hardware Product in a commercially reasonable time by MakerBot or its authorized representative as solely determined by MakerBot or its authorized representative; (ii) MakerBot shall bear the cost of repair and/or replacement and the shipping costs incurred therein provided, however, that the return is authorized via an RMA number and return instructions are followed; (iii) replacement parts or Products will either be new or refurbished and will be furnished on an exchange basis. If defective parts or Products are not returned, MakerBot shall bill for the unreturned hardware. All replaced parts and Products become the property of MakerBot. Consumable parts not covered are: MakerBot filament, SD card, and build plate. (“Consumables”, defined as disposable items, parts or components of the Product which are inherently subject to deterioration and wear out during the normal operation of the Product.)

(D) WARRANTY PERIOD. The “Warranty Period” is as follows:

(i) Products (*except the MakerBot Smart Extruder+ and the MakerBot Tough PLA Smart Extruder+*): six (6) months from the date a new or refurbished Product is first delivered to the End-User after being purchased.

(ii) MakerBot Smart Extruder+: six (6) months from the date a new or refurbished Product is first delivered to the End-User after being purchased, **on a non-recurring basis**.

(iii) Smart Extruder: three (3) months beginning on the initial delivery date of (a) the Product containing the Smart Extruder to the first End-User, or (b) the Smart Extruder to the first End-User if the Smart Extruder is purchased separately, **on a non-recurring basis**.

(iv) MakerBot Tough PLA Smart Extruder+: six (6) months from the date a MakerBot Tough PLA Smart Extruder+ is first delivered to the End-User after being purchased, or after full use of three (3) MakerBot Tough PLA Filament spools, **whichever comes first**.

(E) **EXCLUSIONS**. The limited warranty obligations do not cover physical damage sustained from improper handling during shipping as well as normal wear and tear in use of Product. The limited warranty shall be voided if alleged Product failure was caused in whole or part by (i) improperly or incorrectly performed modifications, alterations or repair; (ii) parts or Consumables were installed and used that were not certified or approved by MakerBot or its designated representative, including without limitation the use of filament not from MakerBot; (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 MakerBot; (vi) not adhering to MakerBot'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 MakerBot or its designated representative. No coverage under the Limited Warranty will exist if MakerBot was not notified of the alleged defect or malfunction prior to the expiration of the Warranty Period. MakerBot shall make the final determination as to the existence and cause of any alleged defect.

(F) **HOW TO GET WARRANTY SERVICE**. To make a claim under this Limited Warranty, please contact the Authorized Party where the Product was purchased, or, contact MakerBot Support ("Support") via webform <https://www.makerbot.com/support/select>. Support is available 9am to 6pm EST Monday through Friday.

(G) **LIMITATIONS/DISCLAIMERS**. THIS LIMITED WARRANTY IS THE END-USER'S SOLE AND EXCLUSIVE REMEDY AGAINST MAKERBOT WHERE PERMITTED BY LAW. EXCEPT FOR THIS LIMITED WARRANTY, MAKERBOT MAKES NO OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE, WITH REGARD TO THE PERFORMANCE OF ANY PRODUCT. WITHOUT LIMITATION OF THE FOREGOING, ALL IMPLIED WARRANTIES, INCLUDING WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY

EXCLUDED. MAKERBOT WAIVES ALL LIABILITY FOR ANY INDIRECT, INCIDENTAL, COLLATERAL, EXEMPLARY, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE OR LOSS OF PROFITS, EVEN IF MAKERBOT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIMS OR DAMAGES.

**For the avoidance of doubt, this limited warranty is void for the MakerBot Tough PLA Smart Extruder+ if filament besides MakerBot Tough PLA Filament is used with the MakerBot Tough PLA Smart Extruder+, including MakerBot ABS Filament, MakerBot PLA Filament, and/or any specialty materials.

***MakerBot offers a Limited Warranty on MakerBot products purchased through an authorized reseller. MakerBot's limited warranty does not extend to products purchased from unauthorized resellers. Amazon is an authorized reseller of MakerBot, but only MakerBot products sold & shipped by Amazon are covered by the MakerBot Limited Warranty, all other sellers on Amazon are not authorized.