



# Limited Warranty      UltiMaker S series

UltiMaker offers a limited warranty on new units of UltiMaker S series 3D printers and peripherals. Find all the terms and conditions here.

## General

This limited warranty (“**Limited Warranty**”) applies to UltiMaker S series 3D printers and S series compatible add-ons, the Air Manager and Material Station (“**Product**”), in the country where the Product was purchased.

UltiMaker warrants to the first end user (“**End User**”) that the Product conforms to the Product specifications published in the user manual, and is free from defects in material, design, and workmanship for a period of twelve (12) months from the date the Product is delivered to the End User (the “**Warranty Period**”). Only the End User is eligible to submit a warranty claim.

For a warranty claim to be valid: (i) notification must be made during the Warranty Period, (ii) the claim must be substantiated with the original customer’s purchase invoice, and (iii) the serial number sticker must still be on the Product(s).

This Limited Warranty does not affect an End User’s statutory warranty or guarantee rights; it is granted in addition thereto. The End User may claim the rights to which they are entitled under the Limited Warranty without prejudice to their rights or claims in accordance with the law.

## Conditions

The Limited Warranty applies to a Product under the following conditions:

- The Product was sold, delivered, and assembled by UltiMaker or a recognized UltiMaker reseller (collectively “**Authorized Party**” or “**Authorized Parties**”). See [ultimaker.com/resellers](https://ultimaker.com/resellers) for a list of authorized resellers of UltiMaker products.
- The Product was newly manufactured on the date of purchase and not sold as used, refurbished, or manufacturing seconds.
- UltiMaker’s latest software was installed and used in and with the Product.
- UltiMaker installation and maintenance instructions as described in the manual for the Product have been observed.

If a part of the Product is repaired or replaced during the Warranty Period, the remaining Warranty Period for the Product applies. However, repair and/or replacement will not extend the Warranty Period for the part or Product.

## Claim handling

Any notification on the basis of this Limited Warranty must be made to the Authorized Party from whom the Product was originally purchased, even if this is not in the customer’s present country of residence.

UltiMaker or its authorized reseller will assess warranty claims to determine their validity. If the claim is justified, UltiMaker or the reseller shall rectify the defects by repairing or replacing the non-conforming or damaged part(s) of the Product in a commercially reasonable time. If repair is not feasible, the reseller will replace the Product with an identical one, or if unavailable, with a similar Product of equal value, or offer a suitable refund.

Only ship the Product in its original packaging if it must be returned for warranty purposes. It is advised to retain all packaging materials. If the original packaging is not available anymore, replacement packaging can be purchased from a recognized UltiMaker reseller.

Please note that the Limited Warranty may not cover expenses associated with shipping Product(s) for inspection and/or repair, on-site visits for inspection and/or repair, or shipping replacement or repaired Product(s) to the End User.



## Exclusions

This Limited Warranty does not apply to and therefore does not cover:

- Any defect or damage caused by inappropriate, incorrect, or improper use, installation, maintenance, operation, and cleaning, or normal wear and tear. For correct use, reference is made to the manual of the Product.
- Consumables, such as the print cores (when the issue is caused by user error or regular wear) and the Bowden tubes.
- Damage caused by third-party software, materials, or add-ons\*.
- Any other event, act, default, or omission outside UltiMaker's control.

This Limited Warranty does not extend to products purchased from unauthorized resellers.

\* Users are permitted to use third-party materials and accessories without voiding the Limited Warranty. However, if any damage to the product arises from the use of third-party elements, the affected part(s) will be excluded from Limited Warranty coverage.

## Limitations and disclaimers

THIS LIMITED WARRANTY IS THE END USER'S SOLE AND EXCLUSIVE REMEDY AGAINST ULTIMAKER WHERE PERMITTED BY LAW. EXCEPT FOR THIS LIMITED WARRANTY, ULTIMAKER 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. ULTIMAKER WAIVES ALL LIABILITY FOR ANY INDIRECT, INCIDENTAL, COLLATERAL, EXEMPLARY, PUNITIVE, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE OR LOSS OF PROFITS, EVEN IF ULTIMAKER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIMS OR DAMAGES. ULTIMAKER'S LIABILITY IS LIMITED TO THE PURCHASE VALUE OF THE PRODUCT.

## Applicable law and competent court

This Limited Warranty is exclusively governed by Dutch law. Any dispute arising out of or in connection with this Limited Warranty will be exclusively submitted to the jurisdiction of the court (Rechtbank) of Midden-Nederland, location Utrecht.