

Warranty Statement

At 3D Herndon, we want to ensure we provide great service to our customers. For this purpose, we have prepared a Warranty Statement to inform you of our procedures and how we intend to handle warranty requests. Please note that the following statement applies only to individual customers.

To ensure a smooth process for warranty support, **please properly keep your purchase receipt, invoice, and other relevant paperwork for your 3D Herndon product as proof of purchase for any future service inquiries.** This will help us provide fast and efficient service in case of a warranty claim. **Please note that only purchase receipts issued by 3D Herndon are valid for warranty. All refunds, returns, and replacements will only be processed after the original products have been received and inspected at our local warehouse.**

Any warranty case must be submitted via our official support email address: support@3dherndon.com. Please note that all return requests must be submitted to our official customer support email first and the package must be returned to our **designated address**, otherwise you could be liable for the loss of the returned items. Any return that has not been confirmed and monitored by customer support might be lost.

Documentation needed for a warranty service:

- Purchase receipt, invoice, and other relevant paperwork.
- A brief description of the product issue along with clear evidence of its presence (e.g., photos, videos, and log files where relevant).

The following policy terms will not affect any other rights you are entitled to under the applicable laws of your state or jurisdiction.

Printer Packaging

The original packaging can provide the best protection for the products, and improper packaging may void warranty and be subject to charges. Pack the products according to our instructions to prevent damage in transit. 3D Herndon will cover the cost of return shipping which is caused by our product quality during the warranty, but you will be responsible for the returned product's packaging and any damage occurring in transit caused by improper packaging. So we highly recommend that you **keep the original packaging box and packing materials of the product in case you need to return it for warranty service.**

Return and Refund Policy

We are happy to accept your request for return service in any of the following circumstances:

- Within 14 calendar days of receiving a product which has critical failures, manufacturing defects, or any functionality issues.
- Within 14 calendar days of receiving a product which has sustained substantial damage in transit, provided that the damage proof issued by the carrier can be provided to 3D Herndon.
- Within 14 calendar days of receiving a product which is unopened, unactivated, and is still in its new condition.

If you return a product based on a reported issue, the product will be inspected before the refund is processed. If the returned product is confirmed to have no such issue as reported after all appropriate tests are conducted by 3D Herndon, 3D Herndon will charge the shipping fee for each returned item. The shipping fee will be deducted from the total refund amount.

Shipped goods have to be returned to our warehouses/designated location before we proceed with the refund.

We will deduct related costs for any missing parts, such as accessories, cables, or filaments, from the total refund amount.

You should bear all the shipping charges caused if you request to return a non-defective item such as a clogged hotend/extruder, within 14 calendar days of receiving the product.

Unfortunately, 3D Herndon will not provide return service under any of the following circumstances:

- The return request is beyond 14 calendar days of receiving a product.
- The received product has missing accessories, cables, filaments, manuals, or any items which are included in the original package.
- The received product contains accessories, cables, filaments, manuals, or any item which has external damage, such as cracks, dents or scratches. Confirmed logistics damage are not considered in this scenario.
- 3D Herndon identifies, through evaluation and testing, that the defect(s) or malfunction (s) are caused by user's error, such as dropping to the ground, supplying wrong voltages, water damage, etc.
- The product is found to have no defects after all appropriate tests are conducted by 3D Herndon.
- The purchase receipt, invoice, or other relevant paperwork is not provided, or is reasonably believed to have been forged or tampered with.
- If the product is confirmed to be non-refundable, customers can request defective products to be shipped back. Customers will need to bear the return shipping cost.
- Please note that once we have agreed to a return, customers are required to ship the product back within 14 calendar days as instructed. Failure to do so will be deemed as a waiver of right to return.

Replacement Policy

We are happy to provide you with replacement service in any of the following circumstances that occur :

- Within **30** calendar days of receiving the product, if the product has sustained substantial damage in transit, provided always that the proof of damage issued by the carrier can be provided to 3D Herndon.
- Within **30** calendar days of receiving the product, if you receive the wrong product.
- Within **30** calendar days of receiving the product, if the product suffers critical failure or manufacturing defects.

Please note that the warranty period for the replacement under this section starts from the date of receipt of the replacement product by the customer. To ensure that the products you request replacement service are delivered in good condition, please note that all replaced products must be in the original packaging. Improper packing may void warranty and be subject to charge.

If you have requested an exchange, related fees and costs must be paid and received by 3D Herndon before new items are shipped.

Please note that once we have agreed to a replacement, customers are required to ship the product back within 14 calendar days as instructed. Failure to do so will be deemed as a waiver of your right to the replacement.

We also offer **Advanced Replacement** for customers who require a replacement product(s) before returning the original one(s) to us. This service requires a temporary deposit, equivalent to the selling price listed on our online store. Upon confirming the payment, we will ship you a replacement unit and provide shipping information within 0-48 hours. Typically, the temporary deposit will be fully refunded upon receipt of the original unit. But please be aware that the original product shall be returned within 30 calendar days from the date of receiving the replacement unit, or the deposit will be non-refundable.

3D Herndon will not provide replacement service in any of the following circumstances :

- The request for a replacement is submitted 30 calendar days after receiving the product.
- The received product does not include all original packaging, accessories, cables, filaments, manuals, or any items which are not new or in like-new condition, i.e. with cracks, dents or scratches.
- A product sent to 3D Herndon for replacement does not include all original accessories, attachments, or contains items damaged by user error.
- 3D Herndon identifies, through evaluation and testing, that the defect(s) or functional problems are caused by user error, such as dropping to the ground, supplying the wrong voltages, water damage, etc.
- The product is found to have no defects after all appropriate tests are conducted by 3D Herndon. If you request the non-defective products be shipped back to you, the shipping cost is supported by you.
- The original proof of purchase, receipt or invoice is not provided, or is reasonably believed to have been forged or tampered with.

- Proof of damage during the transit issued by the carrier can not be provided, but it has not been rejected upon receipt, or no certificate confirming the damage has been issued by the logistics company. All shipping damages need to be reported within 7 calendar days after the package(s) is delivered.
- Products that are damaged due to force majeure including fire, floods, lightning strikes, traffic accidents, etc.

Repair Policy

Our support team is ready to assist you with any issues that you might have with our products.

3D Herndon will gladly provide warranty service if the product is under the warranty window but has the following performance failures:

- The product is normally used but has non-customer induced damages or failures.
- The product has function failures due to manufacturing errors or workmanship.

3D Herndon is unable to provide repair for your product in the following circumstances:

- The product is found damaged in transit, but it is not rejected on delivery, or no certificate confirming damages is issued by the logistics company. Proof of damage during the transit can not be provided.
- The failure is caused by accident, abuse, misuse, flood, fire, earthquake, food or liquid spills, incorrect electrical charge, or other external causes.
- The damage is caused by operating the product outside the permitted or intended uses described by 3D Herndon.
- The product or part that has been modified to significantly alter functionality or capability without the written permission of 3D Herndon.
- Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.
- A legal proof of purchase from 3D Herndon, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with.
- The product has wear and scratches which are not caused by manufacturing or workmanship and do not influence the product performance.

Additional considerations

1. Failure to submit requests within the aforementioned period will be deemed as a waiver of your right to return/replace the product unless you can clearly and sufficiently prove to us that you were not able to submit the request in a timely manner due to extraordinary circumstances.

2. 3D Herndon does not support cross-regional service. If the customer take the product to another country/region and claim for a service, the customer will need to bear for all related costs, such as repair cost and shipping costs. If unauthorised service centers perform service without approval from 3D Herndon, the warranty will become invalid.

3. In case we have provided a replacement part, the warranty does not reset, and the original warranty period still applies.
4. In case you have sent a product back to us for repair & replacement, the warranty duration is "paused" during the time it is on the way back to us, in repair & replacement, and on its way back to you. In other words, the warranty is extended by the number of days that the product is gone for repair & replacement.
5. If you encounter any product damage, do not handle it by yourself without our guidance to avoid any potential risk. Please open a ticket first for support and do repairs only if instructed by the customer support team.
6. Within the warranty period, installation by DIY(Do-it-yourself) of free replacements would be implemented after confirmation from 3D Herndon, the above method of maintenance is part of the warranty of the products available for repair.
7. If the product is damaged due to the use of third-party accessories, or if the third-party accessories are damaged due to the product, the damaged parts of the product and the third-party accessories will not be covered by the warranty.
8. The entire range of 3D Herndon's printers has strict regional usage restrictions. Please purchase the corresponding version of the product according to your country or region before making a purchase. Otherwise, it may result in the inability to bind the account and the inability to use features such as cloud printing, remote control printing outside the local network, and remote video surveillance outside the local network that are associated with the account.

Warranty Period

The general warranty period starts from the date of receiving the product from the original customer.

The warranty period for Return & Refund Service, Replacement Service and Repair Service may vary with regards to your product, the part experiencing issues, or the country of purchase.

Warranty Period - Printers/AMS/AMS Lite

The warranty period is 1-year (12 months) from the date of purchase.

Limited Warranty Period - 3 Months

Some products and components have a limited warranty period of **3 months**. **They are:**

- Extruder (excluding the extruder gear assembly)
- AMS first stage feeder (excluding the AMS feeding funnel)
- AMS Rotary Spool Holder (excluding the AMS Spool Claw)

- SD card
- Mystery Box Components Kit

Consumable parts with no warranty

“Consumables” are defined herein 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.

Consumable parts include but are not limited to:

- Complete hotend assembly and all its individual parts
- Extruder gear assembly
- Build plates, spare sheets for build plates, solid/liquid glues
- PTFE tube and connectors
- AMS active support shaft assembly, AMS driven support shaft assembly, and AMS feeding funnel, AMS Spool Claw
- Filament cutter, scrapper, filament wipers, activated carbon air filter, dessicants, filaments, etc

These items don't have a warranty period, but we are happy to replace any of these items that fail due to manufacturing defects as long as the printer itself is in the warranty period. The decision of replacement for these items will be at 3D Herndon's discretion and the decision will be final.

**For order cancellation and shipping policy, you may refer to our official webstore.*

**3D Herndon reserves the final right of interpretation for the above service policy.*