

SERVICE APPLICATION

please send the document to the following address: support@3dgence.com

no. RMA (filled by service employee)

SUBMITTER

Name	Contact person
Address	Phone, e-mail

SERVICED DEVICE SPECIFICATION

Type of device:

- 3D printer
- hotend/module

Model:

- ONE
- DOUBLE
- DOUBLE P255
- INDUSTRY F340
- INDUSTRY F420

Additional accessories:

- | | | |
|---------------------------------------|------------------------------------|---|
| <input type="checkbox"/> none | <input type="checkbox"/> cleaner | <input type="checkbox"/> scraper |
| <input type="checkbox"/> power cable | <input type="checkbox"/> USB cable | <input type="checkbox"/> hotend/module _____ pcs. |
| <input type="checkbox"/> side covers | <input type="checkbox"/> SD card | <input type="checkbox"/> other _____ |
| <input type="checkbox"/> spool holder | <input type="checkbox"/> tweezers | _____ |

Serial number of printer	
Serial number of hotend/serial number of printing module	
Description of the damage	
Date of purchase	Date of damage report

Service repair rules

1. A precondition for accepting a defective Product by the service outlet is:
 - registration of the Product on the www.3dgence.com/support website and attachment of the Product purchase evidence during registration;
 - decision of 3DGence Technical Support Department with regard to the necessity of shipping the Product to service;
 - filling in of the service report form received by e-mail from 3DGence and attaching the same to the shipment;
 - sending information regarding the Product shipment to service at least one day in advance, to the address: support@3dgence.com.
2. Before shipping the defective Product, the Buyer is obliged to remove the parts or products which have not been supplied by 3DGence and make back-up copies of any information and data present in the device – the Product. 3DGence is not liable for any loss or recreation of software or data.
3. In the service report form all of the accessories sent must be listed. 3DGence is not liable for losing any accessories which have not been listed in the service report form.
4. The Buyer is obliged to properly prepare and secure the Product for the time of transport, in its original packaging. 3DGence is not liable for any possible Product defects originating in transport.
5. The parcel must be delivered through a forwarder or personally, after prior arrangement of the form of receipt.
6. The product shipment takes place at the cost of the Buyer. Parcels sent through a forwarder at the cost of the recipient will not be accepted.
7. 3DGence shall apply utmost effort to repair a defect within up to 21 business days of the defective Product receipt by the 3DGence service. In case of paid repair, the 21 business days period starts on the date of crediting the bank account of 3DGence with the amount due for the service.
8. In justified cases the deadline for the defect repair may be postponed, e.g. as a result of missing spare parts or the necessity of importing spare parts from abroad.
9. In case of repairs made within the binding guarantee, the costs of transport of the parcel after the Product has been repaired are covered by 3DGence, otherwise the costs are covered by the Buyer. If personal collection has been agreed in advance, 3DGence shall inform about the repair completion and the necessity to collect the Product.
10. In case of post-guarantee report or non-acceptance of guarantee, the diagnostics cost is PLN 300 net (in case the Buyer makes the decision of a post-guarantee repair, the fee is cancelled).
11. Before starting the post-guarantee repair, the service outlet sends the diagnostics results together with a cost estimate to be accepted by the Buyer. Payment for the service takes place by transfer (in advance) to the bank account specified in the invoice.
12. 3DGence provides a 3-month guarantee for the service performed and the sub-assemblies applied in the repair of the device.
13. Reporting a Product defect and its shipping to the service is equivalent to the acceptance of the rules comprised in the service report.

Shipping address:

 3DGence Sp. z o.o., Graniczna 66, 44-178 Przyszowice, Poland
 phone: +48 32 438 98 64

 Signature and stamp of submitter

REPAIR (filled by service employee)

Date for acceptance for service

Kind of repair:

warranty

paid

Diagnosis

Service performed

Software before repair

Software after repair

Total cost of repair

Device release date

Signature and stamp of service employee