

PRODIM - WARRANTY

General

- Prodim takes the utmost care to ensure all machines fully conform to our standards. Our technical engineers always complete several final physical and visual inspection tests to ensure the machines leave in correct working order.
- Any warranty claim will be reviewed by Prodim after receipt of the supposed faulty parts or device at Prodim's facilities. Upon inspection Prodim will decide on the validity of the claim.
- Customer needs to ensure correct packaging for any return shipment. Failure to do so may void warranty as cause may be undeterminable. Therefore always keep the original packaging of the machine and send the machine back in the original packaging.
- Warranty claims have to be send in immediately and the claim date should be within the year. Parts or machines should not be received at Prodim more than 7 days later after claim date.
- These warranty conditions are subject to change.

Warranty period

- Prodim gives one year of warranty, starting from the registered date of shipment of the goods.

Warranty inclusions

- The warranty only includes failure on technical (non-consumable) machine parts, which are not due to improper handling and subject to normal wear and tear. Upon receipt Prodim will inform the customer of the correct procedure.

How to claim warranty:

Any warranty claim must be notified immediately to Prodim by sending an e-mail with explanation of the problem to the following email address: servicedesk@prodim-systems.com. The date of notification will be considered as official date. Upon receipt Prodim will inform the customer of the correct procedure.

Warranty exclusions

- No warranty is given on consumables such as, but not limited to, batteries, wires, nozzles, hot-ends, hobbed-shafts, filaments, foil and so on. These should always be checked upon receipt. Any failure should be notified within 7 days upon reception of the goods.
- Prodim is not responsible, and no warranty is given, for the outcome of the measuring, plotting, cutting, and/or printing itself. Prodim is never liable for consequential damages in any form whatsoever, such as but not limited to: down time, missed opportunities, lost travel costs, etc.
- Measuring and printing accuracy is the responsibility of the operator who must build security checks into his measuring or printing process to assure accuracy of results.
- Accuracy of the machine which is not related to a failure of technical parts is not part of warranty, the user is responsible for proper maintenance and regular cleaning. Failure to do so may affect results.
- No warranty is given on any associated software.
- Renewed installation, tuning or calibration of machines.
- Labour.
- Temporary replacement.
- Shipping.

Prodim strives to give you the highest quality goods and experience, in case of a problem correct reporting in a timely fashion helps us to do so.

“OUR MISSION IS TO IMPROVE, ALWAYS.”



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