



WARRANTY

Tel: +86-579-82346658

Email: Sales@WanHao3DPrinter.com

Web: WWW.WANHAO3DPRINTER.COM



Primary Warranty

Contact Us!

Whether you're having a problem with something you bought from us, or just have some questions, we're always happy to help. Whenever you have a question, just head over to support@wanhao3dprinter.com to get in touch with our team.

We do our best to get back to you as soon as possible and offer email service Monday-Saturday. You should receive a response in 24 hours. We also schedule phone support sessions as needed. Start a ticket with us, and if we can't resolve it quickly via email, we'll be happy to talk to you.

Warranty, Returns, and Replacements

Wanhao products do not carry a long-term warranty. Returns are possible only on unused items, within 7 days of receipt. We will provide parts or service on items that prove to be defective from the time of manufacture, and we'll always work with you to get your printer running again.

Special Ordering Requirements

If you're unable to place an order directly on the Alibaba Express, need to use a purchase order, or have any other needs, please get in touch with us so we can help you.

Order Changes and Cancellations

Contact us as soon as possible if you need to change or cancel your order. Smaller orders will often ship the next day, so it may not be possible for us to change them. Items with longer lead times can often be edited if necessary; please try to ensure your order is as accurate as possible when placing order..



WanhaoCare Service Plan(Extend One Year Warranty)

Terms of Service

Your WanhaoCare Service Plan (the “Plan”) is governed by these Terms and Conditions (the “Terms”) and constitutes the service contract (the “Contract”) between Wanhao Co.,Ltd (“Wanhao”) and you (“Customer”).

1. Contract Term

- a. The Plan is only available at the time of purchase and, therefore, has a term of one (1) year from the anniversary of your order ship date (“Coverage Period”) as shown on your Shipping Confirmation.
- b. At time of shipment, the serial number of your Duplicator 3 (the “Product”) is registered with its associated WanhaoCare service plan number and covers only that one (1) Product.
- c. The Plan may not be resold and is non-transferable and non-refundable, unless Product is returned in accordance with the 14 day Return Policy outlined in the Wanhao Terms of Service [link], in which case the cost of the Plan is refundable.
- d. The Plan is available only for the contiguous China, d

2. Coverage

- a. Scope. The Plan provides replacement parts due to defect or normal wear during the Coverage Period for the following non-consumable parts: motherboards, LCD displays, memory cards, touch pads, power supplies, cables and wire harnesses, motors and mechanical components.
- b. Exclusions and Limitations. The Plan does not cover the following consumable parts: filament, Wanhao Duplicator 3 Build Surface, including those parts used in troubleshooting, SD card, blue surface tape. The Plan does not cover damage due to accident, abuse, neglect or misuse, extreme environment, extreme physical or electrical stress or interference, fluctuation or surges of electrical power, acts of God or other external causes. The Plan does not cover a Product with an altered or removed serial number, or a lost or stolen Product. The Plan does not cover damage resulting from hardware, software, or firmware modifications to the Product.



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3. Obtaining Service

a. The original purchaser of the Product and Plan initiates contact with Wanhao Support (“Support”) via webform [<http://www.Wanhao3dprinter.com/>] or email to: sales@Wanhao3dprinter.com

b. Support availability: 9:00 AM to 6:00PM EST Monday-Saturday

c. Support determines course of action. The decision to issue replacement parts or have Product or parts of Product returned for servicing is at Support’s discretion. If replacement parts are deemed necessary, Support will coordinate shipment to you. For service requiring return of Product or parts of Product, Support will issue a Return Merchandise Authorization (“RMA”) Number to Customer. Unauthorized returns will not be accepted under any circumstances. Customer will cover shipping to Wanhao; Support will choose and pay for method of return shipment to Customer.

4. Privacy; User Information. Other than personally identifiable information, which is subject to the Privacy Policy of www.Wanhao3dprinter.com (the “Website”), any material, information, suggestions, ideas, concepts, know-how, techniques, questions, comments or other communication you transmit in any manner (“Communications”) is and will be considered non-confidential and non-proprietary. We and our respective affiliates and our or their designees may use any or all Communications for any purpose whatsoever, including, without limitation, reproduction, transmission, disclosure, publication, broadcast, development, manufacturing and/or marketing in any manner whatsoever for any or all commercial or non-commercial purposes. We may, but are not obligated to, monitor or review any Communications. We will have no obligation to use, return, review, or respond to any Communications. We will have no liability related to the content of any such Communications, whether or not arising under the laws of copyright, libel, privacy, obscenity, or otherwise. We retain the right to remove any or all Communications that includes any material we deem inappropriate or unacceptable.

5. DISCLAIMERS. TO THE FULLEST EXTENT PERMISSIBLE BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS LISTED BY OR PURCHASED FROM WANHAO AND THE SERVICES PROVIDED HEREUNDER.



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6. LIMITATIONS OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY LAW, NEITHER Wanhao NOR ITS SUPPLIERS shall be responsible or liable with respect to any subject matter of this Agreement or terms or conditions related thereto under any contract, negligence, strict liability or other theory FOR (a) loss or inaccuracy of data or cost of procurement of substitute goods, services or technology, or (b) any indirect, incidental or consequential damages including, but not limited to loss of revenues and loss of profits. TO THE MAXIMUM EXTENT PERMITTED BY LAW, Wanhao's aggregate cumulative liability hereunder shall NOT exceed the greater of fifty dollars (\$50.00) or the amount paid by YOU for the PRODUCT That caused such damage. Certain states and/or jurisdictions do not allow the exclusion of implied warranties or limitation of liability for incidental or consequential damages, so the exclusions set forth above may not apply to YOU.

7. Severability. In the event that any of the provisions of this Contract shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions of this Contract shall remain in full force and effect, provided that in such event the parties agree to negotiate in good faith substitute enforceable provisions which most nearly effect the parties' intent in entering into this Contract.

8. Choice of Law; Jurisdiction. This Contract shall be governed by and construed in accordance with the laws of the China..

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