

# CREALITY

## Warranty Period

1. 1-year Limited Warranty begins from the date you purchase your product
2. 3-months Limited Part Warranty for consumable parts. (Nozzle module, glass platform, etc.)
3. No warranty for Product Gifts (TF card, USB cable, wrench, spatula, pliers, etc.)

Note: Evidence of the purchase date shall be provided to CREALITY.

## What is covered

Any defects in material, the workmanship of your product will be covered until you provide any relating documents and information, including but not limited to:

1. The user of the product is in the country of purchase
2. The defective product is a CREALITY product
3. Date of purchase is within the above-mentioned warranty time period

## What is not covered

CREALITY does not guarantee the service as a result of:

1. The proof of purchase is altered or made illegible.
2. The product label or serial number on the product is altered or made illegible. Accidental damage, faults caused by abuse, neglect, careless operation, or any handling operation which are not in conformance with the CREALITY user manual.
3. Use for anything other than normal domestic use purposes. (e.g., commercial or leasing purposes)
4. Use of parts not assembled in accordance with the instruction.
5. Damages including, but not limited to damages caused by animals, lightning, abnormal voltage, water or fire, natural disaster, or transportation.
6. Normal wear of accessories or consumables for use as a nozzle module.
7. Repair or modification carried out by an unauthorized service organization other than CREALITY authorize.
8. If there is any doubt, please contact CREALITY Service for clarification.



## How to get service

You could contact us via email: [cs@creality.com](mailto:cs@creality.com) or by calling: 0086-755-85234565 Monday through Sunday (AM 8: 30—PM 8: 45, Beijing Time Zone) for any assistance with the product.

## OTHER IMPORTANT TERMS

This warranty is exclusive and in lieu of any other warranties either oral or written. Any implied warranties which may arise by operation of law, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the one-year duration from the date of purchase as described above.

Creality is not liable for incidental or consequential damages of any nature associated with the use of this product. Creality's liability will not exceed the purchase price of the product. some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. some states do not allow limitations of how long an implied warranty lasts so the above limitation may not apply to you.

Note: Please keep your original proof of purchase in the event of a warranty claim. if there is any dispute over this warranty, it shall first be resolved by negotiation. this warranty will be governed by the laws of the country in which your product was originally purchased if negotiation fails.