

Warranty terms for Shape Robotics products



1. Warranty Terms

The warranty provided by Shape Robotics consists of repairing the equipment or accessories delivered.

During the warranty period, if the supplied equipment and accessories cannot be repaired or if they malfunction at least 3 times during the first half of the warranty period, they may be replaced by the supplier upon the written request of the beneficiary communicated to the supplier within no more than 15 calendar days from the third noticed malfunction, in cases where the malfunctions can be repaired, or within no more than 15 calendar days from the recognition of the impossibility of repair.

The warranty offered by the supplier is voided upon the occurrence of any of the following faults:

- Faults due to transportation, storage, or improper handling.
- Faults that arise from connecting the equipment to an electrical network with frequent power interruptions.
- Faults that arise from connecting the equipment to improvised outlets or multiple extensions.
- Faults that arise from the insertion or removal of the equipment connectors during use (examples for video/data projectors: RGB cable, RCA video cable, serial mouse cable, etc.)
- Faults that arise from placing the equipment in inappropriate temperature and humidity conditions.
- Faults that arise from hitting the equipment.
- Faults that arise from human negligence or natural disasters.
- Interventions on the equipment by persons not previously authorized by Shape Robotics.
- The equipment is sold by the buyer to a third party.

Additionally, the warranty is also voided in the case of breaking the seals or identification labels. Likewise, no warranty is provided for products used outside the specifications given by the manufacturer: with modified supply frequency or voltage intended to enhance performance, with changed, modified, or insufficient cooling systems, or with altered or non-original BIOS or firmware.

No warranty is provided for consumables (ink ribbon cartridges, toner cartridges, ink cartridges, photoconductor drums, batteries) except in cases specified in writing beforehand. No warranty is provided for software products, or for faults caused by software products (viruses, overclocking software).

The warranty for TFT monitors is granted in accordance with ISO 13406-2 class II standard. Thus, monitors with fewer defective pixels or subpixels than specified in the standard are not considered defects.

1.1. Intervention during the warranty period

Upon the request of the beneficiary, equipment that malfunctions is replaced with a similar, defect-free model, provided free of charge for use throughout the duration of the repairs.

The beneficiary is obligated to present (i) the warranty certificate and the purchase invoice at the time of requesting the equipment repair, as well as (ii) the product in the original packaging or packaging that offers equivalent protection, (iii) all the accessories with which it was delivered, and (iv) a detailed description of the defect. The absence of any of the details mentioned in points (i)-(iv) will result in our inability to provide the warranty.

Any repair or replacement of products will be done within a reasonable period of time, agreed upon by the supplier and the beneficiary. Warranty interventions are carried out at the supplier's headquarters or at service centers authorized by the manufacturer. In the event of an unjustified warranty request, we reserve the right to charge the beneficiary for the cost of investigating the product reported as defective, at a rate of EUR 10,00 per hour of labour.

FOR DATA/VIDEO PROJECTORS, THE PROJECTION LAMPS HAVE A WARRANTY OF 6 MONTHS FROM THE DATE OF DELIVERY OR WITHIN A LIMIT OF 1000 HOURS OF OPERATION, AS THEY ARE CONSUMABLES AND ARE NOT SUBJECT TO THE ENTIRE WARRANTY PERIOD GRANTED TO THE EQUIPMENT.