

We warrant that you will receive our product tested, working, fully assembled and ready to use. Every printer is covered under the Conditions of Carriage by FedEx or DHL, and can be read using these link:

http://www.fedex.com/hu_english/services/terms/

or

<http://www.dhl.hu/huenglish/services/terms.html>

We will also personally insure every printer sent under a Declared Value Insurance, also optioned by FedEx or DHL.

The CraftUnique warrants that the Product shall conform in all respects with its Product Description for the period of 12 month from the physical transfer to the Your. (hereinafter referred to as: "COMMERCIAL GUARANTEE").

The guarantee period (considering the mandatory commercial guarantee) of the accessories and components of the equipment shall be as follows. The guarantee for wearing parts, such as hot ends, belts, bearings and nozzles shall cover a maximum term of use of 1000 hours, the kapton shall cover a maximum term of use for 30 days, the Nozzle, the Extruder jagged roller and the upper tray a maximum of 6 months of use, the engine, the Extruder 3 fan set, the monitor, and the backboard fan set covers a maximum use of 1 year.

The CraftUnique shall undertake voluntary guarantee obligation for 5 years, or if it is earlier, 5000 hours of use, starting from the day of purchase for the following Products: CraftBot Plus Pro, CraftBot Flow, CraftBot Flow XL, a CraftBot Flow Idex, CraftBot Flow Idex XL printers, and beside that for those CraftBot plus printers, which were produces by the Operator after 1st December 2019. Voltuntary guarantee obligation does not cover the guarantee for the wearing parts.

Craftunique Ltd. warrants any other of its Product, which is not mentioned above only for the period of 12 month (commercial guarantee).

Guarantee period for both commercial and voluntary guarantee, shall start on the day of the physical transfer of the Product to the Consumer, or on the day of instalment, if the seller or its agent shall be obliged to install the equipment.

During the period of the supplementary guarantee the guarantee period of the equipment (and its accessories) shall neither restart, nor be lengthened by the term of the repairment, regardless of the manner of the repairment. Provided that the relevant applicable national rules of the Your's domicile indicate mandatory commercial guarantee exceeding 12 months, then the term of supplementary guarantee shall be accordingly reduced with the amount of time of the mandatory commercial guarantee exceeding 12 months.

Please find more information at General Terms and Conditions of Craftunique Ltd. (<https://craftbot.com/terms>)

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The commercial guarantee shall not affect Your WARRANTY RIGHT. Whether you, as consumer bought the printer in a shop or online, under EU rules you always have the right to a minimum two-year warranty period at no cost. This 2-year warranty is only your minimum right and national rules in your country may give you extra protection. You have legal rights under applicable national legislation governing the sale of consumer goods and make clear that those rights are not affected by the warranty. Remember that any deviation from EU rules must always be to the consumer's benefit.

You shall have the option to enforce your warranty rights against the seller or CraftUnique.

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If an item you bought anywhere in the EU turns out to be faulty or does not look or work as advertised, the seller must repair or replace it free of charge or give you a full refund or reduction in price. In some EU countries you will be offered the choice between all four remedies from the outset. Otherwise you will be able to ask for a full or partial

refund only when it is not possible or convenient to repair or replace the item. You might not be entitled to a refund if the problem is minor.

In the first place, the consumer may require the seller to repair the goods or he may require the seller to replace them, in either case free of charge, unless this is impossible or disproportionate.

A remedy shall be deemed to be disproportionate if it imposes costs on the seller which, in comparison with the alternative remedy, are unreasonable, taking into account:

- the value the goods would have if there were no lack of conformity,
- the significance of the lack of conformity, and
- whether the alternative remedy could be completed without significant inconvenience to the consumer.

Any repair or replacement shall be completed within a reasonable time and without any significant inconvenience to the consumer, taking account of the nature of the goods and the purpose for which the consumer required the goods.

You may require an appropriate reduction of the price or have the contract rescinded:

- if the consumer is entitled to neither repair nor replacement, or
- if the seller has not completed the remedy within a reasonable time, or
- if the seller has not completed the remedy without significant inconvenience to the consumer.

The two-year warranty period starts as soon as you receive your goods. The seller must deliver goods to the consumer which are in conformity with the contract of sale. The seller shall be liable to the consumer for any lack of conformity which exists at the time the goods were delivered.

Some EU states may provide that, in order to benefit from his rights, the consumer must inform the seller of the lack of conformity within a period of two months from the date on which he detected such lack of conformity. In this case you must inform the seller of the fault within two months of discovering it otherwise you may lose your right to the warranty.

Unless proved otherwise according to national applicable rules, any lack of conformity which becomes apparent within 12 months of delivery (physical transfer or installation by the seller) of the goods shall be presumed to have existed at the time of delivery unless this presumption is incompatible with the nature of the goods or the nature of the lack of conformity. Accordingly within 12 months from receipt of the goods, you just need to show the seller that they are faulty or not as advertised. After six months in most EU countries you also need to prove yourself that the defect already existed on receipt of the goods to enforce your warranty rights, for example, by showing that the defect is due to the poor quality of materials used.

Warranty does not cover any defects or damage caused by inappropriate use, incorrect or improper use, or normal wear and tear, or if any Craftunique product is combined with a product not manufactured by Craftunique, or if any Craftunique product is being repaired or assembled in another service which is not a Craftunique service.

The seller, whose name and address is set out in the warranty, is always liable for remedying the defect and in some EU countries you also have the right to request a remedy from the producer.

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Concerning any problems or enquiries, you can contact us at: support@craftunique.com