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WARRANTY TERMS

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ENGLISH

The manufacturer's (BLOCKS) warranty (herein referred to as the "Warranty") is provided by Dualtech LDA (herein referred to as BLOCKS) for the Purchaser (herein referred to as the "User") of the 3D printer R21 (herein referred to as the "Product"). This warranty card provided with the product is subject to the following terms and conditions. Service under this warranty is provided by BLOCKS and/or Authorized Resellers with Premium / Distributors status.

1. Warranty Period of the Product

BLOCKS is obliged to guarantee to the consumer that the equipment delivered conforms with the contract of purchase and sale for a period of three years for the individual customer and one year for the corporate client from the date when the product was first purchased by the end customer. In the event of replacement of the equipment, the replacement equipment shall have a warranty period of three years for the individual customer and one year for the corporate client from the date of delivery. For more information on your rights as a consumer, you can consult the European Consumer Center website. **If proof of purchase is not supplied with the product, the start of the warranty period will be considered the date of manufacture of the product, registered by BLOCKS.**

14-day term

The consumer has **14 days to change his mind** and cancel the order of the equipment. This applies to products purchased by telephone, fax, mail, and via the Internet. The 14-day period begins on the day the consumer receives the equipment. For this, it is considered unequivocal the declaration in which the consumer communicates, in his words, the decision to terminate the contract, namely by email sent to info@blockstec.com and letter sent to *Avenida Quinta Grande n°30L, Alfragide, 2610-161 Amadora, Portugal* - In this case, the consumer must, within 14 days of the date on which he has notified his decision to terminate the contract, return or deliver the equipment to BLOCKS or the dealer where he has purchased the equipment, running at their own expense the return costs. The consumer may be held liable for the depreciation of the equipment if the manipulation carried out to inspect the nature, characteristics, and operation of the equipment exceeds the handling that is usually allowed in a commercial establishment.

Statutory Guarantees:

This warranty is given independently of any statutory warranty that may apply in the country of purchase and does not affect or limit such statutory warranty in any manner whatsoever.

2. General

BLOCKS warrants to the final consumer (as defined by law) that BLOCKS equipment will not be defective in material and workmanship after the date of purchase provided that it is installed and used correctly and by your instructions. If Blocks is notified of any defects during the warranty period, BLOCKS is responsible for repairing or replacing, at its option, equipment that has been proven to be defective. Replacement products may be new or performance equivalent to new ones. The Warranty does not cover bundled accessories, which were delivered together with the Product such as power cables, bags, sd cards, spatula, etc. This Warranty applies only if the Product was newly manufactured on the Date of Purchase and not sold as used, refurbished, or manufacturing seconds.

Please keep the original purchase invoice and this warranty card for the future service request.

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This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-BLOCKS modifications to the product, any software programs, normal wear, and tear, or any other event, act, default, or omission outside BLOCKS' control. For further details, see section 6 of this warranty card.

All components that a BLOCKS Support Center repaired or replaced will be under will be warranted for the remaining duration of the original components, but not less than three months. The Repair Center may upload the latest firmware. BLOCKS will not restore or will not transfer any data or software from the original storage media (ie. SD memory card) Product. If the Product is repaired, all user-generated data may be permanently deleted. BLOCKS does not guarantee that the operation of the equipment is uninterrupted or error-free. If BLOCKS can not repair or replace within a reasonable period any equipment by the condition specified in the warranty, the customer will be entitled to a refund of the purchase price once the equipment has been returned.

To activate the warranty of Blocks products, the purchaser must submit a written complaint, in the form of a registered letter or e-mail, describing the defect, adding any additional information he deems relevant (eg photographs, videos, etc.)) this information should be submitted to info@blockstec.com and to the address *Avenida da Quinta Grande n°30L, Alfragide, 2610-161 Amadora, Portugal* - together with a copy of the commercial invoice, to be effected within the term of 2 months from the date the fault was detected, still within the warranty period. If the equipment has been purchased from a Blocks dealer, this claim must be sent directly to the point of sale where the Blocks product was purchased, with a copy to info@blockstec.com and the address *Avenida da Quinta Grande n°30L, Alfragide, 2610-161 Amadora, Portugal*.

If the damaged equipment has been discontinued, a full or partial refund of its sale price will be made, depending on the state in which it is found, and upon return of the defective equipment.

This limited warranty does not affect the rights of consumers contained in mandatory local laws, such as Decree-Law 67/2003 of 8 April, as amended by Decree-Law 84/2008 of 21 May. For more information on your rights as a consumer, you can consult the European Consumer Center's website at <https://cec.consumidor.pt/>. If the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of BLOCKS.

3. Software Support

Any software delivered with the Product is provided "as-is". BLOCKS does not guarantee the uninterrupted or error-free operation of any software provided with the Product. This warranty covers the hardware of the Product. BLOCKS will provide technical support for the Product's preinstalled software only when it concerns the proper functioning of the hardware. For other problems with the software, we advise You to review the user manuals, the BLOCKS support website, and/or other online resources.

4. LCD LED defect policy

Despite the highest possible standards, the intricate manufacturing of thin film transistor screens (LCD LED) may still produce slight visual imperfections. These visual imperfections do not impair the performance of Your Product. However, BLOCKS will provide the Warranty service for Your BLOCKS Product's LED LCD.

Avenida da Quinta Grande n°30L, Alfragide, 2610-161 Amadora, Portugal
info@blockstec.com

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5. Customer responsibility

The BLOCKS warranty is valid under the following conditions when using the product:

- a. Read the user manual first and use the Product only according to the user manual.
- b. After finishing your work do not leave the Product connected to the power. Some electrical items are not designed to be left connected to the power supply for extended periods.
- c. Periodically back up your data stored on the Product (ie. USB).
- d. Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides better protection for the Product during transportation.
- e. Do not use external devices to change the characteristics of the product.
- f. Do not throw the printer, do not keep it close to fire sources, and prevent animals from contact with it. This can cause the failure of the device and invalidate the warranty.
- g. Do not leave the device unattended.
- h. Do not interfere in the product beyond what is provided in instructions and hints indicated at www.blockstec.com in the dedicated Support section, as well as in the instructions and hints provided during contact with the maintenance department. This can cause the failure of the device and invalidate the warranty.
- i. Please check the manual and the BLOCKS support website for troubleshooting solutions, before contacting customer service.

When contacting BLOCKS Customer Service please follow the following guidelines:

- a. Before contacting BLOCKS technical support, ensure that You have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name, and proof of purchase.
- b. Technical support email can be found at <https://www.blockstec.com>.
- c. You will be requested by BLOCKS to perform some of the Product's troubleshooting tasks or actions, which may include the following:
 - i. Installing updates, patches, or service packs. For this, it is advised to have a computer near you during the time of the call.
 - ii. Formatting data carrier (ie . SD memory card)
 - iii. Performing other reasonable activities requested by BLOCKS, which will assist in identifying or resolving the problems.
- d. If the problem is not solved remotely, you will have to return the Product to a BLOCKS Repair Center (this process is called "RMA").
- e. Describe the problem clearly and completely on the RMA request form.
- f. Enclose a copy of this completed warranty card and a copy of Your sales invoice/receipt detailing the purchase of Your Product. (Please note: BLOCKS reserves the right to request the original documents.) If You do not provide the requested documents for warranty validation then the manufacture date of the Product as recorded by BLOCKS will be deemed to be the start of the Warranty Period.
- g. Ensure that You have fully backed up all the data stored on Your Product and removed any personal, confidential, or proprietary information before any service process is started. You agree that BLOCKS may delete any data, software, or programs installed on the Product without restoring them. BLOCKS shall not be held liable for the permanent loss, damage, or misuse of your data.
- h. Pack the Product in safe and stable packaging. The original packaging may be useful for this purpose. In any case, the packaging should meet the following requirements:
 - i. Use a rigid box with flaps intact.
 - ii. Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable.

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- iii. Wrap all items separately
- iv. Use adequate cushioning material
- v. use strong tape designed for shipping
- vi. Do not use string or paper over-wrap
- vii. Use a single address label that has clear, complete delivery and return information
- viii. Place a duplicate address label inside the package
- ix. Please do not send in anything but the Product itself unless specifically requested by BLOCKS. Please remove any accessories as well as any removable storage devices such as memory cards, discs, and flash drives, from the Product. BLOCKS shall have no liability for the loss, damage, or destruction of accessories or removable storage devices unless they are caused by willful or grossly negligent acts by BLOCKS.

6. Notification of device malfunction and Time of Service

If a service request is necessary, the End User must contact BLOCKS and the technical support team will provide the following steps for the End-User to follow to provide the best technical support. Time of service is normally 30 civil days counted from the receipt of the serviced Product to the shipment to the End User. However, Execution time may be extended during the holiday period, or due to the lack of components to perform the repair. The repair period may also be dependent on the customer's decision regarding servicing. Post-warranty service follows the same timetable of regular service under warranty.

7. Exclusions from this Limited Warranty Service

BLOCKS does not warrant the uninterrupted or error-free operation of this Product. The warranty only covers technical hardware issues during the warranty period and in normal use conditions. It does not apply to software issues or customer-induced damages or circumstances such as but not limited to:

1. The Product in question was purchased directly from BLOCKS or any of its resellers;
2. The Product was not sold as used, refurbished, or defective;
3. The assembly, installation, use, and maintenance procedures have been performed by the assembly manual and/or user manual provided with the Product and available for download at the specific page of each Blocks Product at www.blockstec.com;
4. The Product has not been tampered with, repaired, and/or modified by non-authorized personnel;
5. The serial number of the Product, components, or accessories has been altered, canceled, or removed;
6. Damage(accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture, or finish, wear and tear, and gradual deterioration.
7. Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect, or improper maintenance, and use under abnormal conditions;
8. Damage to the Product caused by an external electrical fault or any accident;
9. Fraud, theft, unexplained disappearance, or willful act;
10. Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;
11. No utility or damage to the Product caused by interference in the electronic system of the Product;
12. Normal wear and tear of parts or consumable parts such as *the hotend (nozzle,*

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heatblock, thermistor, heater, heatbreak), fans, bearings, PTFE bowden tube, work platform, and fittings;

14. Inadequate maintenance of the equipment;
15. Use of parts, peripherals, or modification kits that are not produced or recommended by Blocks;
16. Unauthorized modification or misuse of equipment;
17. Operation of the equipment outside the published environmental specifications for the equipment; or inadequate maintenance procedures, improper cleaning, and mechanical and chemical damage caused by the removal of prints or preparation of the installation site.

BLOCKS is not responsible for direct, special, incidental, or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product.

TO THE EXTENT PERMITTED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE, AND NO OTHER WARRANTIES, WHETHER WRITTEN OR ORAL, ARE EXPRESSED OR IMPLIED. BLOCKS SPECIFICALLY DISCLAIM ANY WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR PURPOSES THAT ARE IMPLIED.

Certain countries/regions, states, or provinces do not allow limitations on how long an implied warranty lasts, and the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may be subject to other rights which vary from country/region to country/region, state to state, or province to province.

The BLOCKS warranty is valid in all countries/regions or locations in which BLOCKS supports this equipment and in which it has been marketed. The level of warranty service you receive may vary by local standards. BLOCKS will not change the form, suitability, or function of the equipment to make it operational in a country/region for which it has never been intended to function for legal or regulatory reasons. In any case, BLOCKS' liability is limited to the value of the commercial invoice associated with the purchase of the equipment.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE MAXIMUM EXTENT PERMITTED BY LAW, DO NOT EXCLUDE, RESTRICT OR MODIFY THE MANDATORY LEGAL RIGHTS APPLICABLE TO THE SALE OF THIS EQUIPMENT. THE TERMS OF THE WARRANTY COMPLY WITH THE MANDATORY LEGAL RIGHTS.

In addition to the manufacturer's warranty provided by Blocks, you may also benefit from other legal rights under the local law in force under the respective purchase agreement. This warranty shall not constitute any additional costs to the consumer.

The foregoing limitation shall not apply to death, personal injury claims, or any statutory liability for intentional and grossly negligent acts and/or omissions by BLOCKS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent, such jurisdiction is governing this Warranty the above limitations do not apply to You.

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8. Privacy

You agree and understand that BLOCKS must collect, transfer, and process personal data to facilitate the requested service; and that for this purpose Your data may be transferred to and processed in any country where BLOCKS or its affiliated companies maintain offices, which includes countries outside of the European Union, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of EU member states. However, BLOCKS will use and protect Your data at any time and in any country subject to the BLOCKS Privacy Policy.

9. Out-of-Warranty cases

Returning the Product to the BLOCKS Repair Center or any of the Authorized Repairing Centers during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product, BLOCKS reserves the right to check the validity of Your Warranty and Your request for Warranty service. If the Warranty Period has lapsed or if any of the exclusions in clauses 6 and 7 apply, Your request will be deemed Out of Warranty. If Your service request is Out of Warranty, a Service Charge List with an offer for repair will be provided to You, which You may accept or reject. If You accept the repair we will provide You with an invoice for the repair labor, spare parts, and other costs stated in the Service Charge List. The invoice must be paid according to the payment date contained in the document. Repairs will be made after payment of the invoice. To the extent permitted by law, BLOCKS may charge You a diagnostic fee (including transportation costs if any) if Your service request is Out of Warranty and you refuse the repair offer; or if Your Product does not require service.

10. Abandoned Property

After Your Product has been repaired, or If You do not agree to the repair offer, BLOCKS will return your Product via the agreed RMA method. If You do not pick up Your Product, or if delivery is not possible at the address provided by You, BLOCKS will send You a notice at the address You provided when requesting the service. If You still failed to pick up the Product within a period of 90 days from sending the notice, BLOCKS reserves the right to claim damages from you, including the cost of storage; to dispose of the product by the applicable laws and regulations; and any statutory right of lien for unpaid charges.

11. International Warranty and Support

This Warranty applies in any country that is part of the European Union. Additionally, this Warranty entitles You during the Warranty Period to international BLOCKS warranty service in Europe, with the following additional restrictions:

1. Some services and/or spare parts may not be available in all countries.
2. Some countries may have fees and restrictions that apply at the time of service.

BLOCKS contact details

This warranty is provided by:

DUALTECH LDA

Rua Dona Estefania n92 4DTO, Lisboa

1000-158 Lisboa, PORTUGAL