



# VeriEKO Warranty and Return Policy

## 1. Two-Year Extended Warranty

Whip Mix provides an extended warranty for the VeriEKO printer. The warranty for the VeriEKO printer starts on the shipping date as shown on the Delivery Note.

## 2. Warranty Coverage

Whip Mix warrants the VeriEKO and all the replacement parts to be free of all defects in material and workmanship when used for its proper and intended use. Within the period of this warranty, Whip Mix Corporation will repair or replace, free of charge, any parts proving defect in material or workmanship. The list of replacement parts are as follows:

- Z-Axis Assembly
- Print Screen Module
- System Board
- Hood Module

## 3. Conditions

Whip Mix warrants that all products sold by Whip Mix meet the following conditions:

- 3.1** The products are new, except for units that are clearly identified as refurbished or used,
- 3.2** The products conform strictly to their specifications,
- 3.3** The products are free from defects in design, material, and workmanship when used for their proper and intended purposes,
- 3.4** The products have been held under Whip Mix's recommended environmental conditions, including units returned to Whip Mix, except during transit and customs checking, and
- 3.5** The products have not been misbranded, modified, or adulterated.

## 4. Exclusions

- 4.1** This warranty applies only to VeriEKO printers sold by Whip Mix or any of its dealers or distributors..
- 4.2** Whip Mix reserves the right to exclude products from the Two-Year Extended Warranty if any of the following are true:
  - A.** The products were not sold or delivered by a recognized Whip Mix distributor or reseller,
  - B.** The products have been used under conditions outside of those permitted or instructed by Whip Mix whether by end-user documentation, remote or in-person training, online videos, or by other instruction methods,

- C. The products are used with different software than those provided by Whip Mix,
- D. The products are sold as refurbished or used and no additional warranty is expressly provided,
- E. The products incurred damage by third-party resins, materials, tools, or equipment,
- F. A print fails because a third-party manufacturer has made changes to the chemical composition of a material,
- G. The branding, logo, serial number, firmware, internal labels, or any other identifying aspect of the product had been removed,
- H. The products had been disassembled, repaired, modified, or tampered with by individuals other than Whip Mix representatives or Whip Mix certified distributors,
- I. Any damage to the products is merely cosmetic or aesthetic, and does not affect the functionality of the products themselves, or,
- J. The impact gauge shows that the product was not handled with care during transit.

## 5. Obtaining Warranty Service

If the printer meets the warranty conditions agreed on, the customer may be entitled to a full refund/replacement.

In the case that the printer has a defect during the warranty period, a customer can do the following to determine the cause of the problem and receive warranty service if needed.

1. The customer checks the diagnostic tools listed in the user manual that are designed to help the customer resolve common printer issues to determine if a solution for any given problem is available.
2. The customer checks the online resources available to determine if a solution for any given problem is provided. These online resources will be available on <https://www.whipmix.com/verieko>.
3. If no solution can be found, the customer contacts Whip Mix Technical support team. Whip Mix team may spend some time discussing the problem with the customer to guide him/her to repair the printer by themselves and determine the needed replacement part.
4. If the customer is unable to repair by himself according to the steps mentioned above, and the root cause is determined and the warranty applies, Whip Mix will instruct the customer how to ship the defective equipment to Whip Mix facility free of charge, while Whip Mix carries the shipping cost.

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