

WOL3DCare+ for 3D Printers

How Consumer Rights Affect this Plan

THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ALL RIGHTS AND REMEDIES PROVIDED UNDER CONSUMER PROTECTION LAWS AND REGULATIONS. THIS PLAN SHALL NOT PREJUDICE THE RIGHTS GRANTED BY APPLICABLE CONSUMER LAW, INCLUDING THE RIGHT TO RECEIVE REMEDIES UNDER STATUTORY WARRANTY LAW AND TO SEEK DAMAGES IN THE EVENT OF THE NON-PERFORMANCE BY WOL3D OF ANY OF ITS CONTRACTUAL OBLIGATIONS.

1. The Plan

This contract (the “Plan”) governs the services provided by WOL3D under the above plans and includes the terms in this document, your Plan Confirmation (“AMC Card”) and the original sales receipt/invoice for your Plan. Your Plan Confirmation will be provided to you at the time of purchase or sent to you automatically thereafter.

Benefits under this Plan are additional to your rights under applicable laws, the manufacturer’s hardware warranty and any complimentary technical support. The terms of the Plan apply 12month or unless otherwise noted.

The Plan covers the following equipment (collectively, the “Covered Equipment”): (i) the 3D Printers and listed on your Plan Confirmation (“Covered Device”), and (ii) the accessories contained inside the original packaging of your Covered Device. The Covered Equipment must have been purchased or leased as new from WOL3D or an WOL3D Authorized Reseller.

Where legal ownership of the Covered Equipment has been transferred to You, the Plan must have been transferred to You pursuant to Section 9. Covered Equipment includes any replacement product provided to You by WOL3D under Sections 2.1 or 2.2 of this page.

Coverage begins when you purchase the Plan and continues, unless cancelled, through the date specified in your Plan Confirmation (the “Plan Term”).

You can find the price of the Plan on the original sales receipt as provided by WOL3D or another seller from whom you’ve purchased your Plan (a “Reseller”).

2. W-Care AMC Plan Price

Printer Price range	Plan Price
10k-25K	2999+GST
26k-50K	4499+GST
51k-75k	4999+GST
76k-100k	5499+GST
101K to 150K	6999+GST
151K to 200k	7999+GST

3. What is Covered?

3.1 Hardware Services for Defects (“Hardware Service”)

If during the Plan Term, you submit a valid claim by notifying WOL3D that a defect in materials and workmanship has arisen in the covered Equipment or, in relation to Covered Equipment of its original specifications, WOL3D will either:

(i) Repair the defect at no charge, using new parts or previously used genuine WOL3D parts that have been tested and pass WOL3D functional requirements, or (ii) exchange the Covered Equipment with a replacement product that is new or comprised of new and/or previously used genuine WOL3D parts and has been tested and passed WOL3D functional requirements.

All replacement products provided under this Plan will at a minimum have the same or substantially similar features (e.g., a different model with the same features, or the same model in a different color) as the original product. If WOL3D exchanges the Covered Equipment, the original product becomes WOL3D's property and the replacement product is your property, with coverage effective for the remainder of the Plan Term. WOL3D may use Covered Devices or replacement parts for service that are sourced from a country that is different from the country from which the Covered Device or original parts were sourced.

(ii) The Annual Maintenance Contract (AMC) includes three service maintenance sessions throughout the tenure of the contract and all spare parts required during the service maintenance sessions will be covered under the AMC.

(iii) During the Plan Term if spare part needs to claim from manufacturer, minimum processing fee is liable to customer. Whereas non-AMC holders will need to bear the custom fee and logistic costs when claim spare parts from the manufacturer.

WOL3D express 2 weeks due time to order spares from manufacturer of the Covered Equipment and minimum processing fee applicable as per below:

Wear & Tear Spares	199
Motherboard	299
SMPS	299
LCD Screen (All FDM Printer)	249
Front LCD Screen (all SLA Printer)	299
LCD Screen (all SLA Printer)	299
body Panel (All FDM Printer)	399
Glass door (All FDM Printer)	499

3.2 Services for Accidental Damage from Handling (“ADH Service”)

If during the Plan Term you submit a valid claim by notifying WOL3D that the Covered Device has failed due to accidental damage from handling resulting from an unexpected and unintentional external event (such as, drops and damage caused by liquid contact) (“ADH”), WOL3D will, subject to your payment of the service fee described below, either (i) repair the defect using new parts or previously used genuine WOL3D parts that have been tested and pass WOL3D functional requirements, or (ii) exchange the Covered Device with a replacement product that is new or comprised of new and/or previously used genuine WOL3D parts and has been tested and passed WOL3D functional requirements.

Exclusions apply as described below.

Each time you receive services for ADH is a “Service Event.” You are eligible to receive (3) three Service Events for your Covered Device while the Plan is active, up to the date the Plan is cancelled or otherwise terminated. Requests for Service Events submitted and received by WOL3D after the Plan has been cancelled or terminated will not be covered by the Plan.

For ADH coverage, WOL3D will provide for the Service Events under this Section 2.2 and will serve as your point of contact respecting such ADH Service. WOL3D will cover the costs of such Service Events in excess of your service fee.

Please note that if you seek service under this Plan in a city other than Mumbai, the service fee or local equivalent fee may need to be paid in that state for further details, please visit <https://worldofilliputs.com/technical-support/> and select the appropriate device and location in which you seek service to view the applicable terms and fees.

3.3 Technical Support

During the Plan Term, WOL3D will provide you with priority access to telephone and web-based technical support for Covered Equipment (“Technical Support”). Your Technical Support starts on expiration of the complimentary technical support provided by WOL3D, which starts on the date you purchase the Covered Equipment. Technical support may include assistance with installation, launch, configuration, troubleshooting, and recovery (excluding data recovery), including storing, retrieving, and managing files; interpreting system error messages; and determining when hardware service is required or ADH coverage may be applicable. WOL3D will provide support for the then-current version of the supported Firmware, and the prior Major Release. For purposes of this section, the term “Major Release” means a significant version of Firmware that is commercially released by WOL3D in a release number format such as “1.0” or “2.0” and which is not in beta or pre-release form.

WOL3D Technical Support is limited to the following: (i) the Covered Equipment, (ii) the WOL3D-covered brand of 3D printer (Creality, Flash forge, Bambu lab, Elegoo, QIDI, Phrozen) and WOL3D- or Beats-branded Firmware applications that are pre-installed on or designed to operate with the Covered Equipment (“Consumer Firmware

Exclusions apply as described below.

4. What is not Covered?

4.1 Hardware Service and ADH Service

WOL3D may restrict Hardware Service and ADH Service to the country where the Covered Equipment was originally purchased.

WOL3D will not provide Hardware Service or ADH Service in the following circumstances:

- (a) to protect against normal wear and tear, or to repair cosmetic damage not affecting the functionality of the Covered Equipment;
- (b) to conduct preventative maintenance;
- (c) to replace Covered Equipment that is lost or stolen
- (d) to repair damage caused by reckless, abusive, willful or intentional conduct, or any use of the Covered Equipment in a manner not normal or intended by WOL3D;
- (e) to install, remove or dispose of the Covered Equipment or the equipment provided to you while the Covered Equipment is being serviced;
- (f) to repair damage caused by a product that is not Covered Equipment;
- (g) to repair any damage to Covered Equipment (regardless of the cause) if the Covered Equipment has been opened, serviced, modified, installed or altered by anyone other than WOL3D or an authorized representative of WOL3D;
- (h) to repair pre-existing conditions of the Covered Equipment if you purchased the Plan after you purchased the Covered Equipment;
- (i) to repair any damage to Covered Equipment with a serial number that has been altered, defaced or removed;
- (j) to repair damages caused by fire, earthquake, flood, or other similar external causes;
- (k) to protect against damage caused by the presence of hazardous materials, including, but not limited to, biological or nuclear materials and allergens, that present a risk to human health;
- (l) to protect against damage caused by any civil or foreign war, invasion, rebellion, civil commotion, confiscation by the authorities, order of any government, public authority, or custom officials;
- (m) the loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic hardware or Firmware, or components thereof, that are used to store, process, access, transmit, or receive information within Covered Equipment as a result of any cause or loss other than covered losses specifically stated in this Plan, including any unauthorized access or unauthorized use of such system, a denial of service attack, or receipt or transmission of malicious code; or
- (n) the loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic data stored within Covered Equipment, including any such loss caused by unauthorized access or unauthorized use of firmware, a denial-of-service attack, or receipt or transmission of malicious code.

Installation of third-party parts may affect your coverage. As a condition of receiving Hardware or ADH

Services, all Covered Equipment must be returned to WOL3D in its entirety including all original parts or WOL3D-authorized replacement components. The restriction does not prejudice your consumer law rights.

4.2 Technical Support

WOL3D will not provide Technical Support in the following circumstances:

- (a) For issues that could be resolved by upgrading firmware to the then-current version;
- (b) For third-party products or their effects on or interactions with the Covered Equipment;
- (c) For firmware other than the Consumer firmware;
- (d) The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic hardware or firmware, or components thereof, that are used to store, process, access, transmit, or receive information within Covered Equipment as a result of any cause or loss other than covered losses specifically stated in this Plan, including any unauthorized access or unauthorized use of such system, a denial of service attack, or receipt or transmission of malicious code; or
- (e) The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic data stored within Covered Equipment, including any such loss caused by unauthorized access or unauthorized use of firmware, a denial-of-service attack, or receipt or transmission of malicious code.

5. How to Obtain Service and Support?

You may obtain service or Technical Support by calling WOL3D or Email customercare@wol3d.com. You must provide the Plan Agreement Number and Covered Device serial number. You must also, upon request, present your Plan Confirmation, and the original sales receipt for your Covered Device and your Plan.

6. Service Options

WOL3D will provide Hardware or ADH Service to you through one or more of these options:

- (a) Carry-in service. Carry-in service is available for most Covered Equipment. Return the Covered Equipment to an WOL3D-owned retail store location or to an WOL3D-authorized service provider (“AASP”) that offers carry-in service. Service will be performed for you at the store, or the store may send the Covered Equipment to an WOL3D repair service (“ARS”) site for service. You must promptly retrieve the Covered Equipment.
- (b) Pickup and delivery repair service. If WOL3D determines that your Covered Equipment is eligible for pickup and delivery repair service, WOL3D will arrange to pick up your Covered Equipment. Once service is complete, WOL3D will return the Covered Equipment or a replacement device or part to you. consumer will pay for pickup and delivery to and from your location.

GST and other associated sales taxes and charges. For international service, WOL3D may repair or exchange products and parts with comparable products and parts that comply with local standards.

7. Your Responsibilities

To receive service or support under the Plan, you agree to (i) provide your Plan Agreement Number and a copy of your Plan’s original proof of purchase, (ii) provide information about the symptoms and causes of the issues with the Covered Equipment, (iii) respond to requests for information needed to diagnose or service the Covered Equipment, (iv) follow instructions WOL3D gives you, (v) update Firmware to currently published releases prior to seeking service, and (vi) back up Firmware and data residing on the Covered Equipment.

WOL3D will return your Covered Equipment or provide a replacement as the Covered Equipment was originally configured, subject to applicable updates. WOL3D may install firmware updates as part of hardware service that will prevent the Covered Equipment from reverting to an earlier version of the firmware. Third-party applications installed on the Covered Equipment may not be compatible or work with the Covered Equipment as a result of the firmware update.

8. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WOL3D AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER OF THE COVERED EQUIPMENT FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM WOL3D'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF WOL3D AND ITS EMPLOYEES' AND AGENTS' LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THIS PLAN SHALL NOT EXCEED THE ORIGINAL PRICE PAID FOR THIS PLAN. WOL3D SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE THE COVERED EQUIPMENT WITHOUT RISK TO OR LOSS OF PROGRAMS (ii) THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE.

THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ANY RIGHTS AND REMEDIES PROVIDED UNDER CONSUMER LAWS AND REGULATIONS. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, WOL3D'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACEMENT OR REPAIR OF THE COVERED EQUIPMENT OR SUPPLY OF THE SERVICE. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SOME OR ALL OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

9. Cancellation

(a) All cancellations:

(i) For Pay Plans:

To cancel a Pay Plan, you may:

- (A) Turn off your next year Pay Plan billing renewal through your billing platform (if available); or
- (B) Call your billing provider (whether a Reseller or WOL3D) to cancel your yearly Pay Plan.

Unless applicable local law provides otherwise, in either case, your cancellation will be deferred until midnight on the last day of the month for which the last year payment was paid. Your yearly Pay Plan will remain active until the end of that month at which point it will be cancelled and no cancellation refund will be provided. Your failure to timely and fully make any yearly payment will be deemed an expression of your intent to cancel your Plan and you will not be entitled to receive a refund of any yearly payments you have made.

If your yearly Pay Plan is financed by a third party, contact the financing entity to cancel your Plan. WOL3D may return any refund owed to the financing entity who paid WOL3D for your Plan.

9.1 WOL3D's Cancellation Rights

Unless applicable local law provides otherwise, WOL3D may cancel this Plan for fraud or material misrepresentation, or if service parts for the Covered Equipment are not available, upon thirty (30) days' prior written notice. If local law permits and WOL3D cancels this Plan for the unavailability of service parts, you will receive a pro-rata refund for the Plan's unexpired term.

9.2 Effect of Cancellation

Upon the effective date of your cancellation, WOL3D's future obligations under this Plan to you are fully extinguished.

10. Transfer of Plan

You may make a one-time permanent transfer of all of your rights under the Plan to another party, provided that: (i) you transfer to the other party the original proof of purchase, the Plan Confirmation, the Plan's printed materials and this service contract; (ii) you notify WOL3D of the transfer by Emailing notice of transfer to customercare@wol3d.com or written notice to Administration at WOL3D India Ltd at Cotton Mill, Hakoba Compound, 19/B(1), 2nd Floor, Dattaram Lad Marg, Kala chowki, Mumbai, Maharashtra 400033, India, and (iii) the other party accepts the terms of this service contract. Additionally, with regard to Yearly Pay Plans, including if you financed the purchase of your Plan, the transferee must assume and comply with all payment obligations of the transferor, and any failure to do so by a transferee shall immediately trigger the cancellation provisions applicable to yearly Pay Plans, as described in Section 8.1. When notifying WOL3D of the transfer, you must provide the Plan Agreement Number, the serial number of the Covered Equipment, and the name, address, telephone number and email address of the new owner.

11. General Terms

- (a) Plan need to purchase within 7 seven days of product purchase.
- (b) WOL3D may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so.
- (c) WOL3D is not responsible for any failures or delays in performing under the Plan that are due to events outside of WOL3D's reasonable control.
- (d) You are not required to perform preventative maintenance on the Covered Equipment to receive service under the Plan.
- (e) This Plan is offered and valid only in the Republic of India. Persons who have not reached the age of majority may not purchase this Plan. This Plan may not be available in all jurisdictions, and is not available were prohibited by law.
- (f) In carrying out its obligations WOL3D may, at its discretion and solely for the purposes of monitoring the quality of WOL3D's response, record part or all of the calls between you and WOL3D.
- (g) You agree that any information or data disclosed to WOL3D under this Plan is not confidential or proprietary to you. Furthermore, you agree that WOL3D may collect and process the work on your behalf when it provides any service. WOL3D Customer Privacy Policy.
- (h) WOL3D has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction.
- (i) **You understand and agree that by purchasing the Plan, WOL3D will use, process, transfer, and protect your information in accordance with WOL3D Customer Privacy Policy available at <https://worldoflilliputs.com/privacy-policy/> Without prejudice to the foregoing, you agree that WOL3D, its affiliates or service providers may use and process your name, device serial number, contact information, repair history and other personal information we, our affiliates or service providers collect or generate in relation to your Plan, for the purposes of: (i) providing and administering the services under the Plan and performing this contract; (ii) ensuring service quality; and (iii) communicating with you regarding your Plan, related financial transactions, and services and support provided under this contract. For such purposes, you agree that this may include the transfer of your personal information between WOL3D, its affiliates and service providers. If you have any questions regarding the processing of your personal data, contact WOL3D through the telephone number 9968555777 or at customercare@wol3d.com If you wish to have access to the information that WOL3D holds concerning you or if you want to make changes, access [WOL3D.COM](https://worldoflilliputs.com/privacy-policy/) to update your personal contact preferences or you may contact WOL3D at <https://worldoflilliputs.com/privacy-policy/>.**

(j) The terms of the Plan, including the original sales receipt of the Plan and the Plan Confirmation, shall prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and WOL3D's entire understanding with respect to the Plan.

(k) WOL3D is not obligated to renew this Plan. If WOL3D does offer to renew this Plan, WOL3D will determine the price and terms.

(l) There is no informal dispute settlement process available under this Plan.

(m) As used in this plan, "WOL3D" refers to **WOL3D India Limited**, a company registered in India, with its registered office at Cotton Mill, Hakoba Compound, 19/B(1), 2nd Floor, Dattaram Lad Marg, Kala chowki, Mumbai, Maharashtra 400033 India and company number U74110MH1988PLC049454. WOL3D is the legal and financial obligor under this Plan.

(n) The laws of the Republic of India govern this Plan.

(o) Support services under this Plan may be available in English only. You agree that the terms of the Plan and all related documents be interpreted in English.

Telephone Numbers

See WOL3D.com for local numbers.

* Telephone numbers and hours of operation may vary and are subject to change. Toll-free numbers are not available in all countries.

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