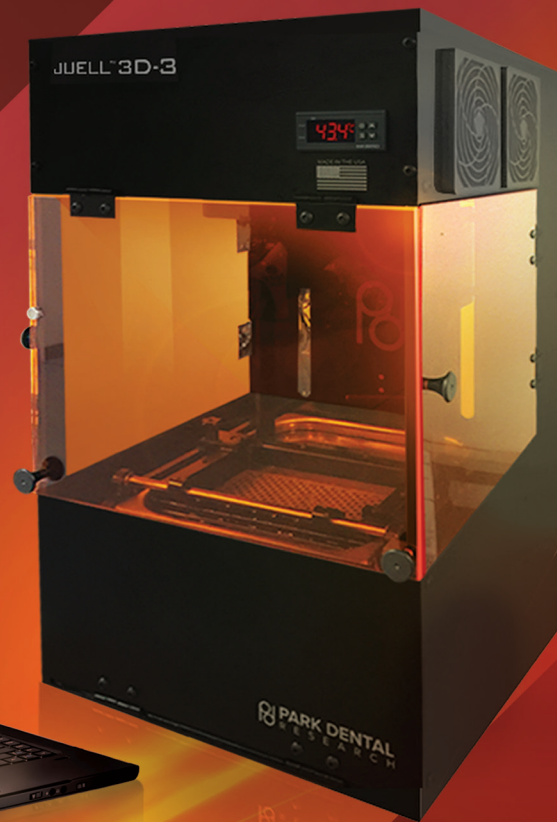


JUELL™ 3D

WARRANTY & SUPPORT PROGRAM



Park Dental Research is proud to provide the highest levels of support for 3D printing. JUELL™ 3D technicians are committed to providing exceptional training and support to ensure printing reliability and maximize printing capabilities.

1-YEAR MANUFACTURER’S WARRANTY

The JUELL™ 3D-3 Production Printer comes with a 1-year Manufacturer’s Warranty covering manufacturer defects (hardware and software). Warranty will be registered by serial number and covers any malfunction of the printer independent of your use. Consumables (resin and membranes), failure of parts and damage caused by user error, general misuse, or lack of standard maintenance are not covered by warranty. Failure of parts or damage caused by natural disaster, fire, or flood are not covered by warranty.

Arrangements for on-site repair and/or replacement will be made on a case-by-case basis.

JUELL™ 3D SERVICE PLAN

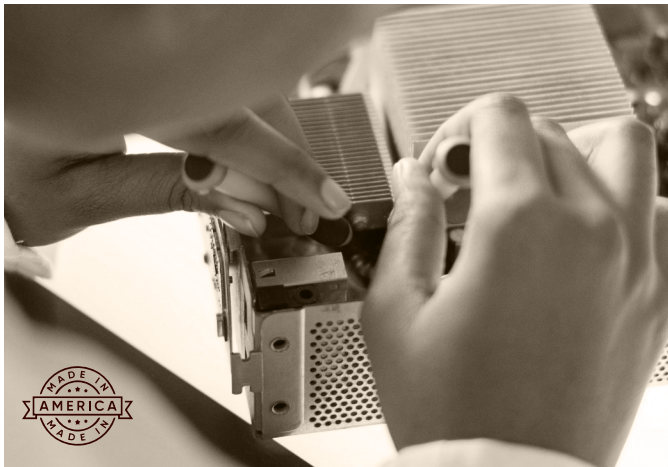
Park Dental Research offers a service/support program including reduced costs for additional training, phone support, on-site repairs, software upgrades, parts, and resin. This plan covers parts and services not covered by the 1-year warranty.

Service Plan Includes:

• Additional Training	Included
• Phone Support	Included
• On-site Repair	\$80 / hr
Travel costs may vary. Pricing per hour for the technician.	
• Software Upgrades	Included
• Parts Discount	50%
• Resin Discount	10%
• Model Printing Discount	10%

Service Plans are optional and can be set to renew each year for your convenience.





Without a service plan standard rates apply for items not covered under warranty.

STANDARD RATES

• Additional Training	\$95 / hr
• Phone Support	\$95 / hr
• On-site Repair	\$120 / hr
Travel costs may vary. Pricing per hour for the technician.	
• Software Upgrades	\$ 350
• Model Printing Service	\$9.99

STANDARD RETURN POLICY

Items may be returned within 30 days of purchase date and must be accompanied by a Return Materials Authorization (RMA) number. RMA numbers may be obtained by contacting a Park Dental Research customer service representative. All returns are subject to a 15% restocking fee. Returned items must be unopened and in original packaging. Any damaged or opened product will not be accepted and will be destroyed with no credit issued. Expired product will not be accepted. When returning products, please ensure that items are packaged to prevent any damage during shipping. Park Dental Research will not be responsible for lost, stolen, damaged, or late returns. Shipping fees for initial shipment and returns will be at the expense of the customer. If a credit card was used for purchase, merchant service fees will be deducted from credit.

CONTACT US

800-243-7372
juell3d@pdrus.com

Hours of Operation:

Monday - Friday
8:00 am - 7:00 pm CT

www.juell3d.com



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