



SUNP BIOTECH

MANUFACTURER'S WARRANTY

MANUFACTURER'S WARRANTY FOR BIOPRINTERS (ALPHA-CPM1, ALPHA-CPD1) MANUFACTURED, LOANED, LEASE, AND/OR SOLD BY SUNP BIOTECH AND AFFILIATES.

Your satisfaction is our #1 goal. If you have any questions or concerns, or are unsatisfied with the service you are receiving, follow these steps:

CONTACT INFORMATION:

5 Allison Drive, Cherry Hill, NJ 08003, USA

E-mail: info@sunpbiotech.com

Phone: 1.856.780.0395

www.sunpbiotech.com

SunP Biotech thank you for selecting one of our quality products. Our Commitment to you and your bioprinters begins with quality protection and services. When you need warranty repairs or services you may contact any of SunP's offices for support.

Know when your warranty begins and ends

Your warranty Start Date is the day you take delivery of your new bioprinter. This is most likely to be the date that the printer is marked delivered by the courier. Warranty ends 365 days after the start of coverage.

Maintain your Printer properly

Each printer comes with a user's manual which indicates all maintenances, precautionary instructions, how to operated and use the printer, etc. Proper maintenance guards against major repairs expenses resulting from neglect or inadequate maintenance. Improper utilization or using the printer for means other than which it was intended for may result in damage to the printer, which may void this warranty.

Who pays for warranty repairs?

If the repairs or services requested are covered under this warranty, there is no cost to you. If the requested repairs or services are not covered, you will be responsible for 100% of the cost, which may include but is not limited to; labor, parts, travel.

What is covered?

Manufacturer's defect (definition): failure to operation or perform designed function under normal operations. Failure must have occurred under normal operations. Failure due to end-user abuse of neglect is not deemed manufacturer's defect.

SunP offers a cover-to-cover warranty protection on all parts within the external covers of the printer, including the external covers. This coverage only covers manufacturer's defects. If a part fails to function normal under normal usage, the manufacture will fix the issue.

The manufacturer is the only one that can determine the cause of the failure. End-user must supply all requested evidence to prove manufacturer's defect.

Extended warranty

Extended warranty is available for purchase up to 1 month after purchase date of printer.