

WARRANTY PLANS & POLICY – DENTAL PRODUCTS

Shining 3D is committed to bring to the market products built with the best quality, value and performance. Our products are built to perform with reliability, and within tolerance, during their lifespan.

Warranty plan at a glance

Item	Standard	Out of warranty
Online support and self-help knowledge base	√	√
Embedded Software and firmware update*	√	√
Labor and Spare Part	√	—
Shipping fee from Shining3D to you**	√	—
Shipping fee from you to Shining3D	—	—
Duration	1year	—

* Embedded software updated refers to the Shining3D product software and do not include standalone software license like Exocad, Maestro or similar.

**Shipping cost exclude custom brokerage fees, duties, taxes, and VAT.

Note:

- Misuse, abuse, wear and tear, environmental or natural disasters, and other unwarranted damages are not covered by any warranty plan.

1. Standard Warranty

Shining 3D warrants for a period of Twelve (12) months “standard warranty” from the date of original purchase to all dental products.

'Standard Warranty' is automatically included with purchase of any Shining 3D hardware products at no additional cost. It covers:

1. Dental products or add-ons fail electrically or mechanically due to manufacturing defects within a period of Twelve (12) months
2. The failure in electrically or mechanically to the dental products and accessories is not caused by the human factor
3. The date of commencement of warranty is calculated as follows:
 - a. Based on the activation date. (if there is no activation record, based on the date of purchase of the equipment.)
 - b. If the user is unable to provide purchase invoices, it is calculated on the basis of the date of shipment of the equipment recorded in Shining 3D.

*If one of the above conditions is not met, there will be “out of warranty” policy

Standard warranty' includes:

- Free technical support: email, TeamViewer, and self-help knowledge base
- Coverage of labor and part costs of repairs due to malfunctioning or defects in manufacturing.
- Shipping conditions –Shining 3D covers for outbound shipment airport-to-airport or port-to-port, not including custom fees, handling, import duties at the customer destination point. Customer pays for inbound (return) shipping and associated costs, for goods delivered to Shining 3D, after a grace period of 30 days, part of Shining 3D's DOA policy.
- Service completion target of 7~14 working days from receipt of your device
- Customers must request and obtain a “Return Material Authorization” or RMA prior to returning any piece of equipment back for service. This RMA must be obtained from the Customer Service Department of Shining 3D (Submit the ticket from support.shining3ddental.com)

2. Dead on Arrival (DOA)

Shining 3D is committed to achieving and maintaining the highest manufacturing and quality standards and controls, but in the unlikely event that some units may not perform per those standards.

A product will be covered under the 'DOA Policy' if

1. It is found to be damaged on within 30 days after arrival.
2. The DOA requests must be approved by Shining 3D
3. Dental products or addons fail electrically or mechanically due to manufacturing defects within the DOA timescale
4. Dental products or addons has tested to be faulty in the diagnostic test after received within the DOA timescale
5. The date of commencement of warranty is calculated as follows:
 - a. Based on the date of the activation of the product. (if there is no activation record, based on the date of purchase of the equipment.)
 - b. If the user is unable to provide purchase invoices, it is calculated on the basis of the date of shipment of the equipment recorded in Shining 3D.

DOA includes:

- Free replacement of unit if a malfunction occurs within the DOA timescale
- Shipping conditions –Shining 3D covers for inbound and outbound shipment airport-to-airport or port-to-port, not including custom fees, handling, import duties at the customer destination point. A pre-paid shipping label or shipping account will be provided to sending the DOA unit back. Shining 3D will not reimburse for shipping charge by unauthorized shipment. The default shipment will be the ground shipping, customer can request expedited shipping at their own cost.
- Customers must request and obtain a “Return Material Authorization” or RMA prior to returning any piece of equipment back for service, or to make arrangements for us to procure a replacement unit. This RMA must be obtained from the Customer Service Department of Shining 3D (dental_support@shining3d.com).
- Customers should return the replaced device within 7 days and offer the tracking number after authorized by Customer Service Department of Shining 3D.

Note:

- Missing or damaged items of accessories such as calibration board, power supply will be reissued upon verification, which will not be processed as DOA for replacing the whole unit.
- The returned DOA product needs to be in its original package and should include its dongle, outer carton, power supply, USB thumb drive, and other accessories.
- Any missing or damage to the items in the package will result in ineligibility in DOA exchange.

*The replaced Product or repaired product under warranty shall continue to be under warranty for the remaining time of the original Warranty Period.

3. Out of Warranty or damage caused by human

The Under warranty and DOA shall not apply if the defect was caused by any of the following, but covered under “out of warranty”, if

- The purchase date of the product has exceeded the one-year warranty period
- The serial number have been removed or erased.
- The product is not purchased from an authorized Shining 3D reseller.
- Defects caused by improper use as determined by Shining 3D authorized person
- Under warranty does not cover physical damage to the surface of the product including but not limited to cracks or scratches on the camera lens, projector.

Service/Repair “out of warranty” or damage caused by human

- Customer is responsible to pay the repair service of labor and parts
- Customer is responsible for inbound and outbound freight charges to have the unit delivered to Shining 3D’s facilities in China/Germany/USA, and get the unit back. Custom fees, handling, import duties at the destination point are excluded.
- Customers must request and obtain a “Return Material Authorization” or RMA prior to returning any piece of equipment back for service. This RMA must be obtained from the Customer Service Department of Shining 3D (dental_support@shining3d.com)
- Once Shining 3D’s technicians have performed the inspection and diagnosis work, the customer will be issued with the repair costs.
- Customers must arrange payment before the unit is repaired and returned to the customer.

*The warranty of the repaired part will be for three (3) months from the date of repair.



How to contact us?

If the product does not function during warranty period, you can obtain warranty service from Shining 3D, or Shining 3D approved resellers/distributors.

You can also contact Shining 3D support team by submit a support ticket from support.shining3ddental.com and track your service. Please note that the following information will be asked in your first contact with our support:

- The product model and serial number (you can find the label on the product)
- A copy of receipt, original invoice or bill of the purchase.

Return Address:

- Hong Kong: Room03B,3/F,Tower2,Enterprise Square Phase1, No.9 Sheung Yuet Road, Kowloon Bay, Kowloon, Hong Kong
- USA: 1740 Cesar Chavez St. Unit D. San Francisco, California 94124, United States of America
- Germany : Breitwiesenstraße 28, 70565 Stuttgart, Germany

*If not any proof of original purchase, the warranty will be taken from the shipping date from Shining 3D.