



# Print Farm XL Warranty, Support & Return Policy

## After-Sales Support

At Burton Precision, we are committed to providing responsive technical support and customer service. Customers may contact support at [3d@printfarmxl.com](mailto:3d@printfarmxl.com) or 616-784-1756. Support is available Monday through Friday. Most support inquiries receive a response within 24 business hours. Remote troubleshooting sessions, video support (when available), and online technical assistance may be scheduled as needed while under warranty.

## Manufacturer Warranty Disclaimer

Unless otherwise expressly stated in writing, products sold by Print Farm XL are covered under the original manufacturer's warranty program and policies. Print Farm XL acts as a reseller, distributor, and support facilitator and does not independently manufacture the equipment sold. Warranty obligations, coverage determinations, and final warranty approvals remain the responsibility of the original equipment manufacturer. Print Farm XL does not provide an independent product warranty unless specifically stated in writing.

## Warranty Period

Unless otherwise stated in writing, equipment includes a 12-Month Limited Manufacturer Parts Warranty from the original delivery date to the first End User. Certain consumable and wear-related components may carry shorter or are excluded from Warranty periods.

## Warranty Coverage

Products sold by Print Farm XL may include manufacturer-provided warranty coverage. Print Farm XL provides technical support, warranty claim assistance, replacement part facilitation, repair documentation, instructional videos (when available), and manufacturer coordination when applicable, but is not the primary warrantor unless agreed in writing.

**Warranty Service:** Unless otherwise expressly stated in writing, the manufacturer's standard warranty is a parts-only warranty. Print Farm XL provides remote technical support and warranty coordination. The manufacturer's standard warranty does not include complementary on-site service, travel, labor, installation, calibration, or repair services performed at the customer's facility by Burton Precision. Requested on-site service will be billed at Burton Precision's then-current labor rates plus applicable



travel, mileage, lodging, shipping, and related expenses unless otherwise covered under a separate written service agreement.

## Consumable Components

Consumable and wear-related items including nozzles, hot ends, filters, belts, tubing, build plates, and similar wear items are excluded from standard warranty coverage unless otherwise stated.

## Used & Showroom Equipment

Used, refurbished, demonstration, and showroom systems may include only the remaining transferable balance of the original manufacturer's warranty, if any. Unless expressly stated otherwise in writing, such equipment is sold AS IS without additional warranties.

## Extended Warranties

Where available, extended warranty programs remain subject to the terms and conditions established by Print Farm XL and/or the manufacturer. Coverage does not expand beyond the specific terms of the applicable extended warranty agreement.

## Customer Responsibilities

Customers must operate equipment according to supplied instructions, perform recommended maintenance, use approved materials, allow reasonable troubleshooting assistance, and retain proof of purchase and serial number information. Failure to follow operating procedures or maintenance schedules may void warranty coverage.

## Return Policy

Due to the industrial and professional nature of the equipment sold, returns are accepted only on a limited basis. Returns may only be authorized for serious manufacturing defects, irreversible hardware failures, or incorrectly shipped equipment. Return requests must be submitted within seven (7) calendar days of delivery and require prior written authorization from Burton Precision.

## Cancellations & Refunds

Canceled orders and approved returns may be subject to a 15% administrative/restocking fee, outbound shipping charges, return freight charges, payment processing fees, and any other actual costs incurred.



## Warranty Exclusions

Warranty obligations do not cover normal wear and tear, cosmetic damage, shipping damage after delivery, improper handling, misuse, accidents, electrical issues, unauthorized modifications, or use of non-approved parts or consumables. Print Farm XL must be notified of any alleged warranty defect before expiration of the applicable warranty period.

**Approved Materials and Parts:** To maintain eligibility for both the manufacturer's standard warranty and any Print Farm XL or manufacturer extended warranty program, customers agree to purchase all printing materials (including filaments, resins, powders, and other consumables), replacement parts, accessories, and maintenance items through Print Farm XL or another manufacturer-authorized source. The use of unauthorized, incompatible, counterfeit, modified, or non-approved materials, parts, accessories, consumables, or any unauthorized repair or modification may void all or part of the manufacturer's standard warranty and any applicable extended warranty if such use caused or contributed to the failure or damage.

## Limitation of Liability

Print Farm XL shall not be liable for loss of business, profits, production downtime, material loss, indirect, incidental, consequential, or third-party damages. Maximum liability shall not exceed the original purchase price of the product.

## Policy Updates

Print Farm XL reserves the right to modify or update this Warranty, Support & Return Policy at any time without prior notice.



✉ [3d@printfarmxl.com](mailto:3d@printfarmxl.com)

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