

Printer Equipment Warranty Policy

Applicable printers : all of printers from Lancelot.

1) Packaging and Accessories:

1-1. When customer receives the goods, please take photos and videos in time to show our seller and check whether the outer box is damaged or intact, and then unpacks it. The whole process need technician to track from the accessories installation to the printer normal use.

1-2. With our company's ink, if the customer turns on the machine for the first time and prints a test strip, and there is no problem in printing. It means that there is no problem with our machines. If there is a problem with the first installation of the test, our company will bear the after-sales of spare parts, including the express fee.

1-3. If customer not use our company's ink, then the use of the print head is not guaranteed.

2) About print head:

1-1. Except for the first installation, no free after-sales service will be provided.

1-2. Ink cartridges, ink sacs, pipelines and other ink channels, except for the first installation, do not provide free after-sales

service.

1-3. At present, there are only XP600 print head that will install on the printer before send out . The first test on the machine is guaranteed.

3) Motherboard and other circuit boards:

1-1.Except for the first installation, if it is damaged within one year (based on the delivery time), the customer needs to send back the old motherboard, then our company will inspect and repair it and send back to customer (if the motherboard is damaged due to human factors and repairs are required by customer ,customers need to bear all the expenses incurred). The customer bears the round-trip freight and other duties and miscellaneous charges.

If the motherboard has been used for more than one year, the customer needs to pay all the expenses incurred for repairing the motherboard.

4) Motor, ink pump, chip:

1-1. Except for the first installation, if there is any damage within 90 days (from the date of receipt of the goods or the day from customer receive goods from the port ,determined by the shipping terms agreed between the sales and the customer), free

parts will be sent to the customer, and the customer will bear the freight. After 90 days, if it is damaged, the customer needs to buy it by himself.

1-2. Slight scratches on the appearance caused by transportation, as long as it does not affect the use, it is not covered by the warranty.

5) For all after-sales, the technical department needs to confirm the real situation of the damage. If the technical department cannot verify, no after-sales service will be provided.

6) The customer's first installation or install accessories must be carried out under the guidance of the technical department. The technical department is obliged to keep the evidence of the problem. If the customer operates it without permission, it is not covered by the warranty.

Powder Shaker Warranty Policy

1) If the installed machine is unqualified for the first time, the company is responsible for the after-sales service including freight.

2) Within 90 days (from the date of receipt of the goods or the day

from customer receive goods from the port ,determined by the shipping terms agreed between the sales and the customer), if the machine's accessories broke, the company is responsible for providing the accessories, and the customer is responsible for the freight.

3) If it exceeds 90 days, the customer needs to purchase accessories and freight.

4) Slight scratches on the appearance caused by transportation, as long as it does not affect the use, is not covered by the warranty.

5) Printing film: The standard is no ink flow. Printing is not affected.

6) Printer ink: If not big customer, then does not provide after-sales service.

7) TPU powder: If not big customer, then does not provide after-sales service.

Zhuhai Lancelot Technology Co., Ltd.

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