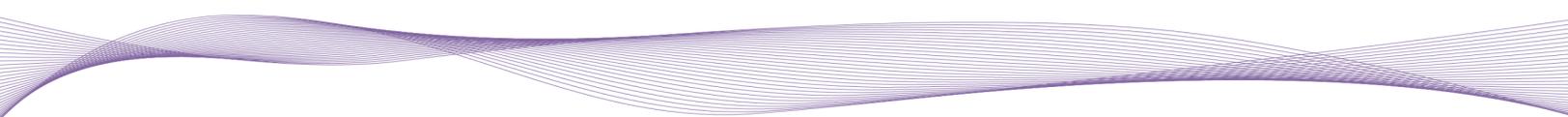


# **CONCIERGE WORLD**

## **1. Concierge World Policy**

Ackuretta Concierge World is now available to be bundled with the Ackuretta 3D Printing Solution. The Ackuretta 3D Printing Solution is a comprehensive offering that covers Ackuretta's slicing software, 3D printers, post-printing washer and curing units, resin offerings, and accessories. One customer service serial number will be valid for one printer, one curing unit and one washer.

1. Ackuretta Concierge World is a warranty-based service that includes remote installation, onboarding training, and ongoing customer support from Ackuretta's Customer Success Team. Support is available to customers remotely during the Concierge World period (which is defined in 2.3).
2. Ackuretta Concierge World is available for customers worldwide, with the exception of the Americas and India. With proof of purchase of Ackuretta Concierge World, Ackuretta Technologies Pvt. Ltd. warrants the SOL printer to be free from workmanship and material defects, under normal use and conditions, for a period of two (2) years from the Concierge World activation date – when the customer links this Service with their first Ackuretta product.



## 2. Concierge World Activation Process

### 2.1. Concierge World Certificate

The customer will receive a box with a Concierge World serial number and a QR code. The customer must scan the QR code to start the registration process.

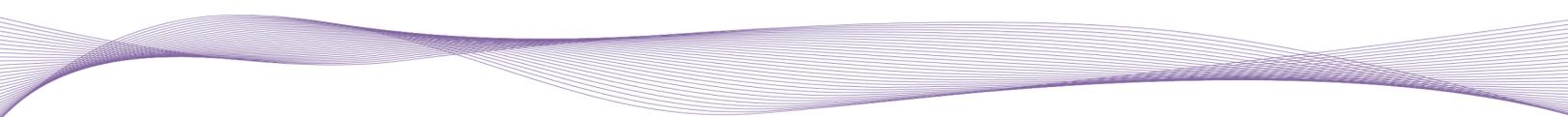
### 2.2. Activating Concierge World

To activate Concierge World and link it to the product(s), the customer must complete the following action items listed on the Concierge World Certificate form:

1. Scan the QR code on your Concierge World box.
2. Fill out the registration form using the Concierge World serial number and the product serial numbers.
3. You will receive a verification email that confirms your submission was successfully processed and your registration is approved.

Once these steps have been completed, the customer will be registered for Concierge World and can begin receiving support for their product(s). The customer will receive a unique personalized email to confirm the Concierge World registration. Concierge World onboarding and support will be provided via a virtual meeting with the Ackuretta Customer Success Representative. For quality assurance, the video meetings will be recorded. Footage can be made available upon request and sent to the customer to review and facilitate the onboarding process. All personal information shared during the remote onboarding process will be kept confidential.

In addition to accessing support via Ackuretta Concierge World, the customer can create a support ticket at any time on the [Ackuretta User Dashboard](#) if any assistance is required.



## 3. Conditions

### 3.1 Concierge World Timeframe

The Concierge World term shall begin on the activation date. It shall continue for the duration of the warranty period of each individual product – DENTIQ printer, curing units and washers have a One-Year Limited Warranty; SOL comes with a Two-Year Extended Warranty (Refer to our [Warranty Policy](#)). For example, if the customer activates the Concierge World for a product for the first time on January 1, 2023 – when that product has been purchased on the same date – the Concierge World will be valid for the SOL printer until January 1, 2025, and for the CURIE curing unit and CLEANI washer until January 1, 2024. For this same purchase, if the Concierge World is activated later, the warranty will still be valid until the same dates.

### 3.2 Customer Success Representative Availability

Service is available in English, Spanish, French and German, Monday to Friday as follows:

English: 9am to 6pm GMT +1 and 8am to 6pm GMT+8

Spanish: 9am to 4pm GMT -5

French: 9am to 6pm GMT +1 and 9am to 6pm GMT+8

German: 8am to 5pm GMT+8

Time slots are subject to availability.

We reserve the right to restrict direct access in the event of misuse or abuse of the support availability. This includes but does not limit to:

- Booking an excessive number of meetings.
- Repeated cancellations without valid reasons.
- More than 3 meetings booked without cancellation.
- Abuse of the Customer Success Team Representatives including any behavior that is disrespectful, offensive or inappropriate.

### 3.3 Warranty Service

Consult each individual product's [Warranty Policy pages](#).

