

CONCIERGE SERVICE

1. Concierge Service Policy

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

1. The Ackuretta Concierge Service is a warranty-based service that includes remote installation, onboarding training, and ongoing customer support. It is provided by a dedicated Ackuretta team that is available to customers remotely during the Concierge Service period (which is defined in 2.3).
2. As part of the Ackuretta Concierge Service, customers in the United States, Canada, and Puerto Rico who have purchased a product through an Ackuretta Authorized Distributor can use the Product Exchange Service. If remote diagnostics indicate that the device which is covered under the Concierge Service has an issue that cannot be resolved remotely, Ackuretta will exchange the device with a certified refurbished one.
3. With proof of purchase of Ackuretta Concierge Service, Ackuretta Technologies PVT. LTD warrants the SOL printer to be free from defects in workmanship and materials, under normal use and conditions, for a period of two (2) years from the Concierge Service activation date – when the customer links this Service with their first Ackuretta product. Shipping and handling fees are included.

2. Concierge Service Activation Process

2.1. Concierge Service Certificate

In the United States, Canada, and Puerto Rico, the customer will receive a box with the Concierge Service number and a QR code. The customer will scan the QR code to start the registration process.

Outside the United States, Canada, and Puerto Rico, the customer will receive an email with the Concierge Service number and a QR code. The customer will scan the QR code to start the registration process.

2.2. Activating Concierge Service

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

1. Register the purchased product(s) by entering the Product Serial Number and providing proof of purchase.
2. Activate the Concierge Service by entering the Concierge serial numbers and providing proof of purchase.
3. Link the product to the Concierge Service by following the instructions provided by email.

Once these steps have been completed, the customer will be able to make use of the Concierge Service and receive support for their product. The customer will receive a unique personalized email with all the information needed to contact the dedicated Concierge Support Team. The Concierge Service shall be conducted via a virtual meeting with the Ackuretta Support Agent. The video meeting 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 the Ackuretta Concierge Service, 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 Service Timeframe

The Concierge Service shall begin on the activation date. It shall continue for the duration of the warranty period of each individual product – curing ovens 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 Service for a product for the first time on January 1, 2023 – when that product has been purchased on the same date – the Concierge Service will be valid for the SOL printer until January 1, 2025, and for the CURIE and CLEANI until January 1, 2024.

3.2 Customer Support Agent Availability

A Customer Support Agent will be available from 9am to 4pm Central Time (US). Time slots are subject to availability.

In the United States, Canada, and Puerto Rico, Concierge Service is only available for purchases made through an Ackuretta Authorized Distributor.

3.3 Product Exchange Conditions

If the exchange of a certified refurbished product is approved, Ackuretta will cover the shipping costs for the Product Exchange Service of products shipped from the United States, Canada, and Puerto Rico. The new item will be shipped to the customer after any applicable restocking fees have been paid. If the original product is determined to be damaged or not functional and shipped from the US, Ackuretta will cover the cost of both the return and replacement shipments. However, if the product was damaged by the customer, the customer will be responsible for the shipping costs (see [Product Exchange Section in Warranty Policy](#)).