

SOL Warranty

Effective: May 1st, 2023

1. Standard One-Year Manufacturer's Warranty

Ackuretta Technologies PVT. LTD warrants this product to be free from defects in workmanship and materials, under normal use and conditions, for a period of one (1) year from the original invoice date. To register your product, go to the [User Dashboard](#), enter your Serial Number, and upload the invoice.

2. Optional: Two-Year Extended Warranty with Concierge Service (2 Years Total)

With proof of purchase of Ackuretta Concierge Service, **Ackuretta Technologies PVT. LTD** warrants this product to be free from defects in workmanship and materials, under normal use and conditions, for a period of two (2) years from the Concierge activation date. Shipping and handling fees are included.

This two-year warranty is available for the SOL Printer only. Other Ackuretta and non-Ackuretta equipment is not included. To register your product, go to the [User Dashboard](#), enter your Serial Number and upload the invoice, then activate your Concierge Service with your printer.

Learn more about the [Concierge Service here](#).

3. Obtaining Warranty Service and/or Support

1. Warranty

1.1 Ticket submission

If after consulting Ackuretta's online resources and troubleshooting tips there is still an unresolved issue, a ticket can be created.

- 1.1.1 If purchased through an **Ackuretta Authorized Distributor** with Ackuretta's [Concierge Service](#): Customer creates a support ticket available from the Ackuretta [User Dashboard](#) or www.ackuretta.com/support
- 1.1.2 If purchased through an **Ackuretta Authorized Distributor** without Ackuretta's Concierge Service: Contact your distributor. The distributor creates a support ticket available from the Ackuretta [User Dashboard](#) or www.ackuretta.com/support
- 1.1.3 If purchased through the official [Ackuretta website](#): Customer creates a support ticket available from the Ackuretta [User Dashboard](#) or www.ackuretta.com/support

1.2 Warranty Claim

The ticket shall be reviewed by the Ackuretta Support Team, the warranty period shall be verified, and the customer shall provide the Ackuretta Customer Success Manager with remote access to diagnostic issues. If the issue cannot be resolved or repaired remotely, the warranty shall apply.

- 1.2.1 Standard One-Year Warranty: Replacement of parts and/or repairs is covered; shipment of parts and/or repairs is at customer's expense; labor is not included.

If the product is not functioning properly within 30 days of installation, invoice, or registration (whichever occurs first), upon diagnosis by Ackuretta, product shall be replaced.

- Customer shall provide a credit card for deposit until the defective product is returned to an Ackuretta-appointed location.
- Product not returned within 30 days shall be subject to credit card charge in the amount of MSRP.
- Ackuretta may require photos to determine issue and/or eligibility of coverage.

1.2.2 Concierge Service within the United States, Canada and Puerto Rico: Replacement and shipment of parts and/or repairs are covered by Ackuretta; labor is not included.

Upon diagnosis of the product issue by Ackuretta, replacement shall be included at no cost, including shipping.

- Replacement with NEW product within 30 days of installation, invoice, or registration (whichever occurs first).
- Replacement with Certified Refurbished product shall occur after 30 days from the Concierge Service activation date of this product, until the end of this Concierge Service.
- Customer shall provide a credit card for deposit until the defective product is returned to an Ackuretta-appointed location.
- Product not returned within 30 days shall be subject to credit card charge in the amount of MSRP.

Ackuretta may require photos to determine issue and/or eligibility of coverage.

1.2.3 Optional: Two-Year Extended Warranty with Concierge Service outside the United states, Canada and Puerto Rico: Replacement of parts and/or repairs is covered; shipment of parts and/or repairs is at customer's expense.

If the product is not working properly within 30 days of installation, invoice, or registration (whichever occurs first), upon diagnosis by Ackuretta, product shall be replaced.

- Customer shall provide a credit card for deposit until the defective SOL is returned to an Ackuretta-appointed location.
- Product not returned within 30 days shall be subject to credit card charge in the amount of MSRP.
- Ackuretta may require photos to determine issue and/or eligibility of coverage.

- 1.2.4 Expired Warranty: Replacement and shipment of parts and/or repairs are at customer's expense.

2. Customer Service Availability

- 2.1.1 As a standard practice, the Ackuretta Support Team shall answer tickets within one (1) working day.
- 2.1.2 If you have purchased Ackuretta's [Concierge Service](#), you may request for a Customer Support Agent to reply to your inquiry via video call during the time zone working hours (subject to availability). Learn more about Ackuretta's [Concierge Service](#).

3. Product Exchange and Shipping Conditions

1. Product Exchange

You are eligible for a Product Exchange if: 1) You are within 30 days of installation, invoice or registration of your product (whichever occurs first); or 2) you have purchased your product within one year AND have this product covered by your purchased Ackuretta [Concierge Service](#) in the United States, Canada or Puerto Rico.

In the event a replacement product is issued, the warranty coverage and activation/expiration dates of the original product shall be transferred to the replacement product. The warranty coverage may only be transferred to a replacement product. In the event the warranty of the original product expires less than 90 days from the date of replacement or repair, additional days totalling 90 days from repair or replacement shall be added to the warranty.

2. Shipping Conditions

In the event the customer must ship a product to be returned to an Ackuretta-appointed location, they must use the same packaging in which they

received the unit. The customer is responsible for any damage that may occur during shipping and for any issues that may arise with customs. If the customer has lost the packaging in which the product was delivered, they are advised to use the packaging from the exchanged product. In the event the customer does not have an exchanged product, they may ask Ackuretta for packaging. In this case, they shall be charged for both the packaging and shipping of the packaging.

Ackuretta is not responsible for the shipment between the Ackuretta authorized distributor and the customer. If the packaging is damaged during the shipment process from distributor to customer, the distributor shall be responsible for the damage caused to the packaging during the shipment. The distributor shall address any issues with the shipping company.

3. Ownership Change

In the event that the ownership of the product is transferred, the new owner must register any changes in ownership, including the name and address of the new owner, with Ackuretta within 15 days. To register these changes, the new owner shall contact the support team through their [User Dashboard](#).

4. Exclusions

1. Two-Year Extended Warranty with Concierge Service applies to the Ackuretta SOL printer only. Other equipment, including but not limited to the CLEANI and CURIE, is only covered by the Standard One-Year Warranty.
2. Depending on the country, region, or jurisdiction of the customer, the warranty may not automatically include costs incurred for shipping, validation of claims, customs, taxes, or other unforeseen costs. Ackuretta only warrants parts.
3. Ackuretta reserves the right to exclude products from the Standard One-Year Warranty in any of the following circumstances, including, but not limited to:

1. The product was not sold or delivered by an Ackuretta Authorized Distributor.
2. Product was purchased as “NOT New” via the official Ackuretta website or Ackuretta Authorized Distributor.
3. The product has been used under conditions outside those permitted or instructed by Ackuretta through customer documentation, remote or in-person training, online videos, or by other instruction methods.
4. The product is used with software other than those provided by Ackuretta.
5. The product incurred damage by third-party resins, materials, tools, or equipment.
6. A print fails due to a third-party resin manufacturer change in the chemical composition of a material.
7. The use of non-validated resins.
8. The branding, logo, serial number, firmware, internal labels, or any other identifying aspect of the product has been removed.
9. The product has been disassembled, repaired, modified, or tampered with by individuals other than Ackuretta representatives or Ackuretta Authorized Distributors.
10. Any damage to the product that is merely cosmetic and does not affect the functionality of the product itself.

5. Governing and Applicable Law

This warranty is governed in accordance with the laws of Taiwan (R.O.C.). Ackuretta will comply with all applicable Taiwan laws, regulations, and taxes in its provision of services, product, and this warranty. Moreover, the Ackuretta Standard One-Year Warranty and Concierge Service Two-Year Extended Warranty is in addition to any other consumer protection laws and rights customers may be subject to in other countries, regions, or jurisdictions.

6. Return Policy

1. Via Ackuretta Authorized Distributor

- 1.1. Returns and/or refunds may or may not be available. Consult your local reseller policy.
- 1.2. As a manufacturer Ackuretta does not accept returns from Authorized Distributors.

2. Via Official Ackuretta Website

2.1. Restocking Fee

For non-defective items or cancellations attributed to the customer, Ackuretta will charge a restocking fee equal to 10% of the original purchase price of each item returned. This fee shall be deducted from the customer's refund. If the customer has requested an exchange, the fee must be received by Ackuretta before the new item is shipped. In this case, the customer shall be responsible for the shipping and restocking fees. Any damage to the product caused by the customer during shipping shall be charged.

2.2. Refund

Ackuretta will not refund any product that has been used by the customer. The deadline to request a refund is 30 days after purchase. If a refund is approved, it shall be credited to the customer's credit card or original payment method. Delays can occur during the refund process. The customer is encouraged to check with their credit card company, bank, or other payment service before contacting Ackuretta. The refund should be processed within 45 days of Ackuretta's approval. The customer is responsible for paying the shipping fee, restocking fee, and any applicable customs fees for returning or exchanging the product. Any damage to the product that occurs during use or shipment shall also be charged to the customer.

Special sales and related promotional items such as Marketed Discounts, Early Bird Passes and similar items are not subject to refunds or returns and all sales are final.