

# **Lab Warranty & Replacement Service: Frequently Asked Questions**

Last update: 24 January 2018

## 1 What is Warranty & Replacement Service?

With Warranty & Replacement Service on a Lab scanner, 3Shape will send a replacement scanner directly to the end-user within 48-hours (target), as a permanent replacement scanner for the end-user to keep. Once the replacement scanner is received, the end-user has 20 days to ship the defective scanner back to 3Shape.

## 2 Which products does Warranty & Replacement Service cover?

Warranty & Replacement Service can be applied to all E1, E2, E3, D1000, D2000, R1000 and R2000 scanners. PC's, and all other accessories & equipment are not covered by the Warranty & Replacement Service but covered by the existing General limited Warranty Terms and Conditions.

## 3 Can 3Shape guarantee 48-hour turnaround time?

Warranty & Replacement Service has a target to deliver a replacement scanner within 48 hours. However, this is not guaranteed and may vary depending on the end-user's location.

## 4 When does 48-hour turnaround countdown start?

48 hour target starts from the moment 3Shape Customer Support qualifies a case as a repair under warranty. The time spent for the troubleshooting in the 1<sup>st</sup> line and 2<sup>nd</sup> line support will not be included.

## 5 Does Customer Support have KPI for the repair troubleshooting?

Yes, 3Shape Customer Support Agent is aiming to complete the repair troubleshooting in 48 hours.

## 6 In which countries does 48 hours replacement service exist?

We are aiming to deliver a replacement scanner within 48 hours in EU countries, US, Canada, Australia and NZ.

## 7 How much does Warranty & Replacement Service cost?

Please see the Lab Price list for the price of Warranty & Replacement Service.

## 8 Does Warranty & Replacement Service cover accidental damage?

Warranty & Replacement Service is applicable only to repairs under warranty (manufacturer defects). It does not cover failures due to misuse, abuse, negligence, accidents, repairs or alterations by the customer or by third parties other than 3Shape or 3Shape's subcontractors.

## 9 Is it possible to purchase accidental damage cover?

3Shape does not offer accidental damage cover for Lab scanners.

## 10 Is it possible to purchase Warranty & Replacement Service for out-of-warranty repairs?

Warranty & Replacement Service is currently offered only to repairs under warranty.

## 11 How does Warranty & Replacement Service work?

Once reseller's 1<sup>st</sup> line customer support forwards the case to 3Shape's 2<sup>nd</sup> - line support, our customer support agents will try to solve the issue remotely. If the problem is qualified as a repair under warranty (manufacturer defect) replacement scanner is immediately shipped to the end-user. After receiving replacement scanner, end-user should pack the original device in the received package and return it to 3Shape immediately using included return shipping label.

## 12 Will customers get a brand-new Lab scanner?

Only faults that will be categorized as Dead-on-Arrival and Permanent Replacement will be guaranteed a brand - new Lab scanner replacement. For all other repairs, that will be eligible for Warranty & Replacement Service we cannot guarantee a brand - new replacement device. If the new device is not available, we will deliver a refurbished Lab scanner. All refurbished devices are thoroughly tested to ensure performance equivalent to our newly produced scanners. In addition, all refurbished scanners have a new shell, thus retaining physical appearance of a brand - new device.

## 13 Who can buy the Warranty & Replacement Service?

All LabCare customers who have E1, E2, E3 under warranty. The services is included for the D1000, D2000, R1000 and R2000 scanners.

## 14 Can customers purchase 4-year Extended Warranty (5 years in total) for devices outside original 1-year limited warranty period?

No, customers can purchase the service while the scanner is under the warranty.

## 15 Will customers have to return their non-working scanner?

Yes, original non-working scanner has to be returned immediately to 3Shape using received package and included return shipment label.

## 16 How do customers return original scanner?

Original non-working scanner has to be returned immediately to 3Shape using received package and included return shipment label.

## 17 What happens if customer does not return original scanner to 3Shape?

If original non-working scanner is not returned to 3Shape within 20 business days, 3Shape reserves a right to invoice reseller full replacement scanner value.

## 18 Will customers get original scanner back after the repair?

No, 3Shape keeps returned scanner and customer keeps the replacement scanner.

## 19 Will customers get new warranty period for the replaced device?

No, warranty period for the replaced device will not be extended.

## 21 Does standard LabCare package provide Warranty and Replacement program?

No, LabCare customers have to purchase 'Warranty and replacement service' separately E1, E2, E3 and it is included for D2000, D1000, R2000, R1000.

## 22 Does Warranty and Replacement program cover shipping cost?

3Shape will cover two ways of shipping cost:

- If the issues occur within 0-3 months.

3Shape will cover one way of shipping cost:

- If the issues occur within 3-12 months.

3Shape will not cover the shipping cost:

- If the issues occur within 12- 60 months.