

Following terms and conditions apply for hardware warranty cases. DTM Print offers a hot swap option following the conditions stated below.

In any given case, we always recommend contacting our Support team first to avoid any misunderstandings or issues. The email address is [support@dtm-print.eu](mailto:support@dtm-print.eu).

For any kind of warranty, **all units must be first registered** at [dtm-print.eu/en/form/register.html](https://dtm-print.eu/en/form/register.html) within 30 days of purchase.

## A. Dead-on-arrival (DOA) cases

1. Hardware defect discovered with first use, within 30 days of invoice date.
2. The DOA must first be reported to DTM Print via [support@dtm-print.eu](mailto:support@dtm-print.eu).
3. Authorisation should be obtained from DTM Print before shipping a new replacement device. In case the replacement is sent by DTM Print, an invoice with payment term 30 days will be issued.
4. DTM Print needs contact details to arrange collection of the defective device. This includes full address, a contact person, email address and a telephone number.
5. To avoid damage in transit, the defective device must be packaged in the original packaging with care, ready for collection by UPS on behalf of DTM Print. Ensure, everything is included (cables, power supplies, ink cartridges and print heads as appropriate).
6. Packing instructions on DTM Print web site have to be followed in order not to lose any warranty claims.
7. Once the defective device has been checked by DTM Print, DTM Print will credit the invoice.

## B. Defects within first year

1. The seller must provide the 1st level support to exclude missing software up-grades, OS issues, installation concerns or cartridges that may need cleaning etc.
2. If a hardware defect is concluded, this shall be reported to DTM Print via [support@dtm-print.eu](mailto:support@dtm-print.eu)
3. If the device cannot be fixed remotely, once authorised by DTM Print, DTM Print will supply a refurbished 'swap' against an invoice with payment term 30 days that will be automatically credited, once the returned unit (in original box OR with the box supplied with the 'swap' printer) has been received at DTM Print.
4. DTM Print needs contact details to arrange collection of the defective device with UPS. (In the first 12 months the collection is free of charge within the European Union.)

## C. Defects in years two and three

1. The seller must provide the 1st level support to exclude missing software up-grades, OS issues, installation concerns or cartridges that may need cleaning etc.
2. If a hardware defect is concluded, this shall be reported to DTM Print via [support@dtm-print.eu](mailto:support@dtm-print.eu)
3. If the optional 'swap' out service was not purchased, the unit must be sent to DTM Print for repair (DTM Print can arrange a collection service at a fixed cost.)
4. If the optional 'swap' out service was purchased, DTM Print will issue an invoice with payment term 30 days that will be automatically credited once the returned unit has been received at DTM Print in Germany.
5. DTM Print can supply a new box for the device to be returned, including shipping to DTM Print at a fixed cost per device.
6. If non-warranty costs are involved (broken security seal, broken parts, or poorly maintained device for example) a quote will be provided. Authorisation is then needed to proceed with the chargeable repair or not.
7. If no defect is found, DTM Print retain the option to charge a test fee depending on the device type and time required for testing.