

# Warranty

## Standard warranty

The standard warranty applies to CELLINK-branded hardware (BIO X, INKREDIBLE, INKREDIBLE+, Holograph X, CELLCYTE X, I-DOT ONE and LUMEN X) manufacturing defects of components or workmanship under normal use for a period of one year (12 months) from the date of delivery to the original end-user sold by CELLINK or **an authorized distributor**.

## What is covered

If a hardware defect arises and a valid claim is received within the Warranty Period or, if applicable, the Extended Warranty Period, CELLINK will either:

- 1) Repair the defective hardware at no charge, within reasonable time using new or refurbished replacement parts, and cover the shipment cost from and to the customer.
- 2) Exchange the defective hardware product with new or refurbished hardware that is functionally equivalent to the original hardware product, and/or the same make and model.

If a hardware or component is replaced by the CELLINK repair center, CELLINK will assume warranty for 90 days from the date of replacement for the part or component only. This does not extend the warranty for the complete hardware.

- If a hardware or component is replaced, then the replaced part is either E-cycled or kept for evaluation.

## What is not covered

- Any defect or damaged hardware/part or component that is beyond the 12-month warranty (or extended warranty if applicable) from the date of delivery to the original end-user sold by CELLINK or an authorized distributor. If repair is approved outside of warranty (at CELLINK's discretion from an authorized employee), CELLINK is only responsible for the repair procedure. The customer is responsible for the cost of the labor, replacement hardware/parts or components as well as the shipping and handling charges.
- Damage as a result of third-party use, including bioinks, nozzles, external air compressors and software.

- Damage as a result of exposure, including but not limited to fire, flood, or misuse or abuse.
- Damage as a result of unsupervised maintenance or maintenance without authorization from CELLINK.
- Damaged as a result of end-user error and/or failure to follow instructions related to product use.
- Damage incurred as a result of hardware or software modifications or alterations made without authorization from CELLINK.
- Damage to hardware or software that lacks the CELLINK trademark or logo.

CELLINK may choose to send hardware and/or parts for repairs to be performed by the customer; this does not fall under warranty and it is done at CELLINK's discretion with written consent from all parties.

### Valid warranty claim

If a claim is made within the warranty period, it must be submitted to CELLINK via support@CELLINK.com along with the product's serial number and proof of purchase, indicating purchase made directly through CELLINK or an **authorized distributor**. CELLINK is not obligated to accept any claim that fails to meet these requirements.

### Exclusions

Damage incurred during shipping will be covered if reported within 30 days of the date of delivery to support@CELLINK.com.

### Return policy

You can return a purchased product to CELLINK within 14 days of purchase or the date of delivery to the end-user. Customers will require approval from support (support@CELLINK.com) to complete the return. This is only applicable if **all** of the following conditions are met;

- The product was purchased directly through CELLINK.
- Proof of purchase is provided.
- Product is returned in unused and undamaged condition with all parts and accessories.
- Product is returned in its original packaging.

The customer is responsible for shipping the product back to CELLINK. We will deduct a 10% restocking fee from the total refund price of the product, excluding taxes and other fees. If the items returned are damaged, insufficient, used or otherwise flawed upon arrival, other refund deductions will be made as necessary.

If purchased through an **authorized distributor**, contact the distributor for more details.

## Return Material Authorization (RMA)

If your product is covered under warranty, a support specialist may issue a Return Material Authorization (RMA) to return the device for repair or replacement. All CELLINK-product returns require a unique RMA number, regardless of the reason for return. **Return shipments without a unique RMA number will not be processed.**

To request an RMA number, contact support at [support@cellink.com](mailto:support@cellink.com). The RMA requirements are:

- Original order number and date.
- Model and serial number for each product being returned.
- Reason for return, to be approved by CELLINK.
- Customer contact information and shipping address.

## Disclaimer

If the product is outside of warranty but RMA is approved by a CELLINK Support Specialist, the customer will be responsible for all return shipping costs, including customs and import taxes and fees.

The customer is responsible for returning the faulty unit to CELLINK within 30 days of receipt of RMA. After 30 days the RMA will be considered null and void if the correct product is not received.