



Product Maintenance and Service Agreement

Product Information

Type of 3D Printer:

Number of Units:

Date Purchased:

Annual Charge: \$350 per 3D Printer

Serial Number:

Purchaser

School District:

Principal Name:

Contact Email:

Phone Number:

End User

(Person maintaining and managing use of machine)

Name:

Main Location of Machine:

Contact Email:

Phone Number:

This maintenance and service agreement covers the selected equipment for a period of one year from the date shown above for the customer and at the location shown.

This agreement is in addition to manufacturers' warranties – with whom we will act as your agent – to affect any repairs required during the coverage term which may be covered at their expense.

The customer agrees to use the equipment with care and per the use and operating instructions described in the manufacturers' User's Manual and any training which may have been conducted at the time of delivery or subsequently. Customer further promises to allow only trained staff and students to use the equipment. Failure to operate the equipment according to these instructions or with normal care, including abuse (intentional or accidental), environmental conditions, area cleanliness, and electrical disturbances, voids the product maintenance and service agreement.

Customer also agrees to follow any safety rules, building code requirements and exercise caution when the equipment is being used. Operation of the equipment is AT THE SOLE RISK OF THE CUSTOMER. The Service Agreement may not be resold and is non-transferable and non-refundable. The Service Agreement does not cover repair or replacement of consumable parts as noted below.



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3D Printer Service Plan Features:

- Unlimited telephone and email support
- Unlimited software updates
- Unlimited repairs as required within 48 hours
- Replacement with a substantially similar model if needed
- One x 4-hour professional development on-site training per year
- Unlimited membership in our maker PD, including training held at our office and satellite locations
- *Consumables not covered*
 - Filament
 - Extrusion nozzles and hot ends
 - Build plate covers

I have read the Product Maintenance and Service agreement above.

_____ I accept the above Product Maintenance and Service Agreement.

_____ I decline a Product Maintenance and Service Agreement.

Customer Signature

Date

Mary Rinehart, 1st Maker Space