

CREALITY

After-Sales Service Card



Scan the code to know more

E-mail: cs@creality.com

V2.1

Warranty Policy ←

- 1-year Limited Warranty since the date of product purchase.
- 3-months Limited Part Warranty for Vulnerable parts (Nozzle module, Flat belt, Glass platform, etc.)
- No Warranty for the Product Gift (Storage card, Card reader, Wrench, Pliers, Scraper knife, etc.)

What Is Not Covered? ←

CREALITY does not guarantee the service as a result of:

1. The proof of purchase being altered or made illegible.
2. The product label or serial number on the product being altered or made illegible.
3. Normal wear of accessories or consumables for use as release film.
4. Malfunction or damage caused by personal retrofitting, or improper installation and usage.
5. Malfunction or damage caused by use in non-recommended working environments.
6. Malfunction or damage caused by overuse (overload) or wrong maintenance (damp, mildew, etc.).
7. Malfunction or damage caused by Force Majeure (fire hazard, earthquake, lightning and floods, etc.)
8. Malfunction or damage caused by the use of other brand parts or consumable.

Technical Support ←

Please enjoy our technical support of the whole lifetime (Except technical problem beyond product itself) after purchase the product while product documents as user manual attached in U disk for instruction. Please provide product Serial Number when apply for technical support.

Kindly Notification ←

Please read the user manual and warranty card carefully before the use.

For any service, Please priority contact local seller or contact us via Email: cs@creality.com for support.

See www.creality.com/after-service-policy/ for specific warranty information about your product and procedures to act on a warranty claim.

What is covered? ←

Any defects in material, workmanship of product will be covered until you provide any relating documents and information, including but not limited to:

- User of the product are in the country of purchase
- Defective product is a CREALITY product
- Proof of Purchase

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CREALITY

WARRANTY

Before returning the product and filling in a warranty, please contact after-sale person for going through after-sale formality. And attach this warranty card along with the returned machine.

Repair

Change

Return

Name: _____ Telephone: _____

Address: _____

Serial Number: _____ Order Number: _____

Channel: Platform Offline

Date of purchase Day _____ Mon. _____ Year _____



Note: Client need filling in basic infor. and return reasons. Repair records shall retain for technicians.

Malfunction And Damage Depiction Or Return And Change Reasons/
Suggestions:

Repair Records:

打针线 (可撕)