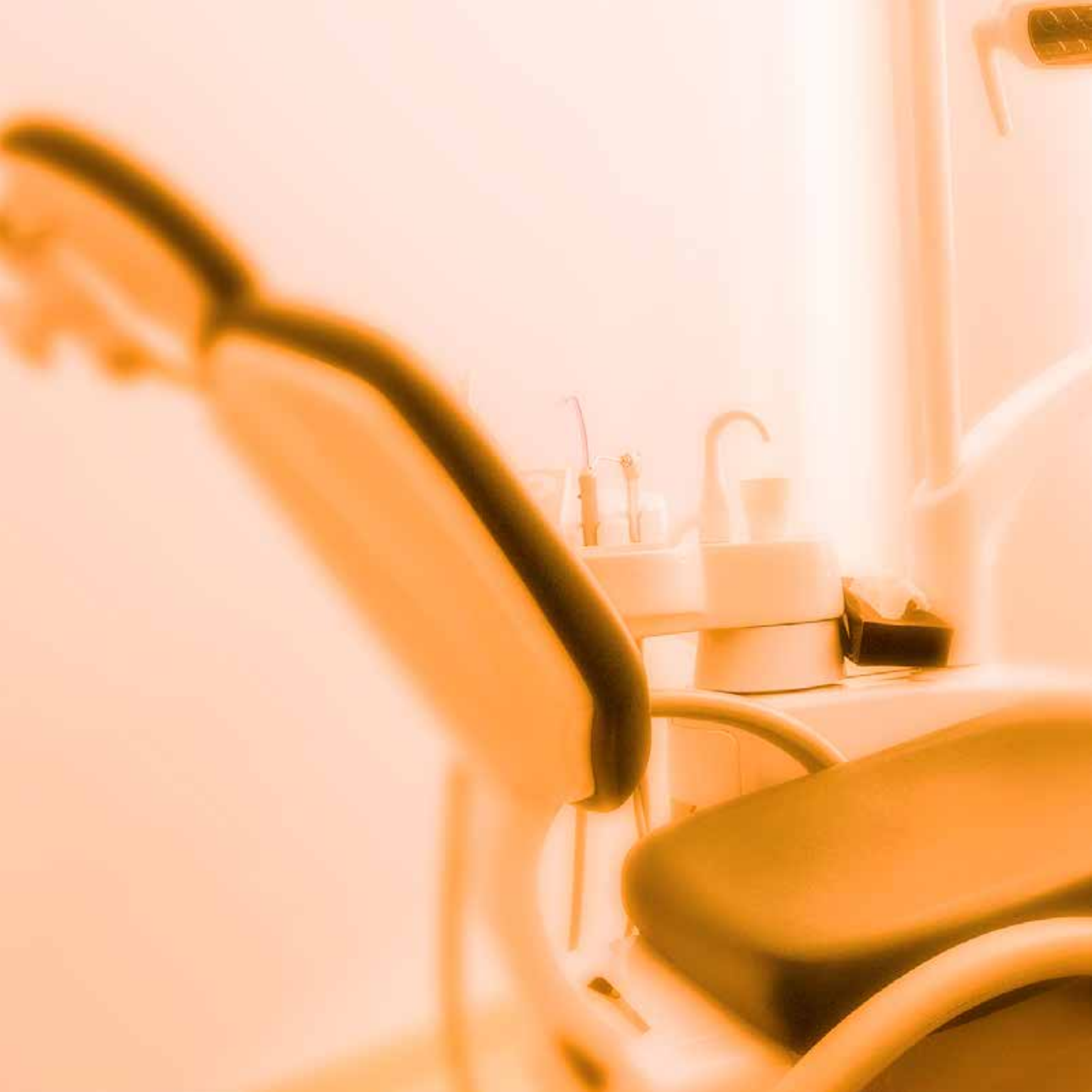


# JUELL™ 3D



SUPPORT AND WARRANTY PROGRAMS

 **PARK DENTAL**  
RESEARCH



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## **SUPPORT/WARRANTY PROGRAMS**

Park Dental Research provides one the highest levels of support for 3D printing. JUELL™ 3D technicians are committed to providing exceptional training and support to ensure printing reliability and maximize printing capabilities. Park Dental Research offers three tiers of extended warranty/support programs. JUELL™ ON DEMAND and JUELL™ PRIORITY must be purchased within sixty (60) days of initial installation and training.

### **TIER 1**

#### **JUELL™ 3D PAY AS YOU GO**

**JUELL™ 3D PAY AS YOU GO** — gives you the support you need only when you need it. The customer will be charged a fee for technical support at the current tech time rate in 15-minute increments, with a 30-minute minimum. Software upgrades include the most recent version of JUELL™ 3D Flash OC software. Up to one (1) hour of training will be provided with software upgrades. Onsite repairs and/or support will be billed at the tech time rate per hour. Parts, labor, shipping fees, travel and hotel accommodations will be paid by the customer. The method of support will be determined by the JUELL™ 3D technician after the initial assessment via telephone.

Response within 48 – 72 Hours

Support Hours:

Monday – Friday\*

8:00 AM – 4:30 PM CT

\*excluding holidays

### **TIER 2**

#### **JUELL™ 3D ON DEMAND**

**JUELL™ 3D ON DEMAND** — offers high quality service and support from the 3D printing experts at Park Dental Research. Under this plan, JUELL™ 3D technicians will help you troubleshoot any printer-related issues with hardware or software for up to three (3) hours per month (\$360 per month value). Hours do not accumulate and will reset at the beginning of each month. If technical support exceeds three (3) hours per month, the customer will be billed at a discounted rate of \$60 per hour. JUELL™ 3D ON DEMAND includes all new software upgrades and patches for JUELL™ 3D Flash OC software. Onsite repairs or support for hardware or software will be billed at a flat rate of \$250 per day. Parts will be discounted at 25% off retail, shipping fees not included. The customer will be responsible for the cost of airfare for onsite repairs, support and training. Park Dental will provide car rental, meals and one night of lodging per incident for a JUELL™ 3D technician. JUELL™ 3D ON DEMAND is intended for personnel already trained during initial installation. Customers will be billed at the discounted rate of \$60 per hour

for training new users on JUELL™ 3D hardware and software. Consumables such as resin and membranes are not covered under JUELL™ 3D ON DEMAND or any other warranty. This warranty covers only one printer and will be registered by serial number for identification.

Response within 48 – 72 Hours

Support Hours:

Monday – Friday\*

8:00 AM – 4:30 PM CT

\*excluding holidays

### TIER 3

## JUELL™ 3D PRIORITY

**JUELL™ PRIORITY** — the fastest, most comprehensive level of support from the 3D printing experts at Park Dental Research. JUELL™ 3D PRIORITY makes you a priority and will help you get the maximum benefit and productivity by providing support as quickly as possible. All customers under this plan will receive a response from a JUELL™ 3D technician within 24 hours. JUELL™ 3D technicians will help you troubleshoot any printer-related issues with hardware or software up to four (4) hours per month (\$480 per month value). Hours do not accumulate and will reset at the beginning of each month. If technical support exceeds four (4) hours per month, the customer will be billed at a discounted rate of \$40 per hour. This plan covers the replacement and/or repair of all parts covered under the original factory warranty except the LED for the projection system. The LED will be discounted and billed at cost plus 25%.

Shipping fees are not included. Any new software updates or patches of JUELL™ 3D Flash OC Software will be provided at no additional charge. JUELL™ 3D PRIORITY customers will not be charged for labor for onsite repairs. The customer will be responsible for the cost of airfare for onsite repairs, support and training. Park Dental will provide car rental, meals and one night of lodging per incident for a JUELL™ 3D technician. JUELL™ 3D PRIORITY is intended for personnel already trained during initial installation. Customers will be billed at the discounted rate of \$40 per hour for training new users on JUELL™ 3D-3 hardware and software. Consumables such as resin and membranes are not covered under JUELL™ 3D PRIORITY or any other warranty. This warranty covers only one printer and will be registered by serial number for identification.

Response within 48 – 72 Hours

Support Hours:

Monday – Friday\*

8:00 AM – 4:30 PM CT

\*excluding holidays

**IMPORTANT NOTE:** Failure of parts or damage caused by user error or general misuse, including but not limited to bypassing prompts of placement of the membrane during the movement of the Z-Axis, or resin spills inside the printer, will void all warranties without refund. Failure of parts or damage caused by natural disaster, fire or flood are not covered by warranty. Consumables such as resin and membranes are not covered under any extended warranty plans.

## Park Dental Research Corp.

Park Dental Research Corporation is a global leader in the development of 3D digital technology products and pioneering dental implant products. It was established in New York City to research, design, develop, manufacture and market high quality devices for the dental market.

## Shipping

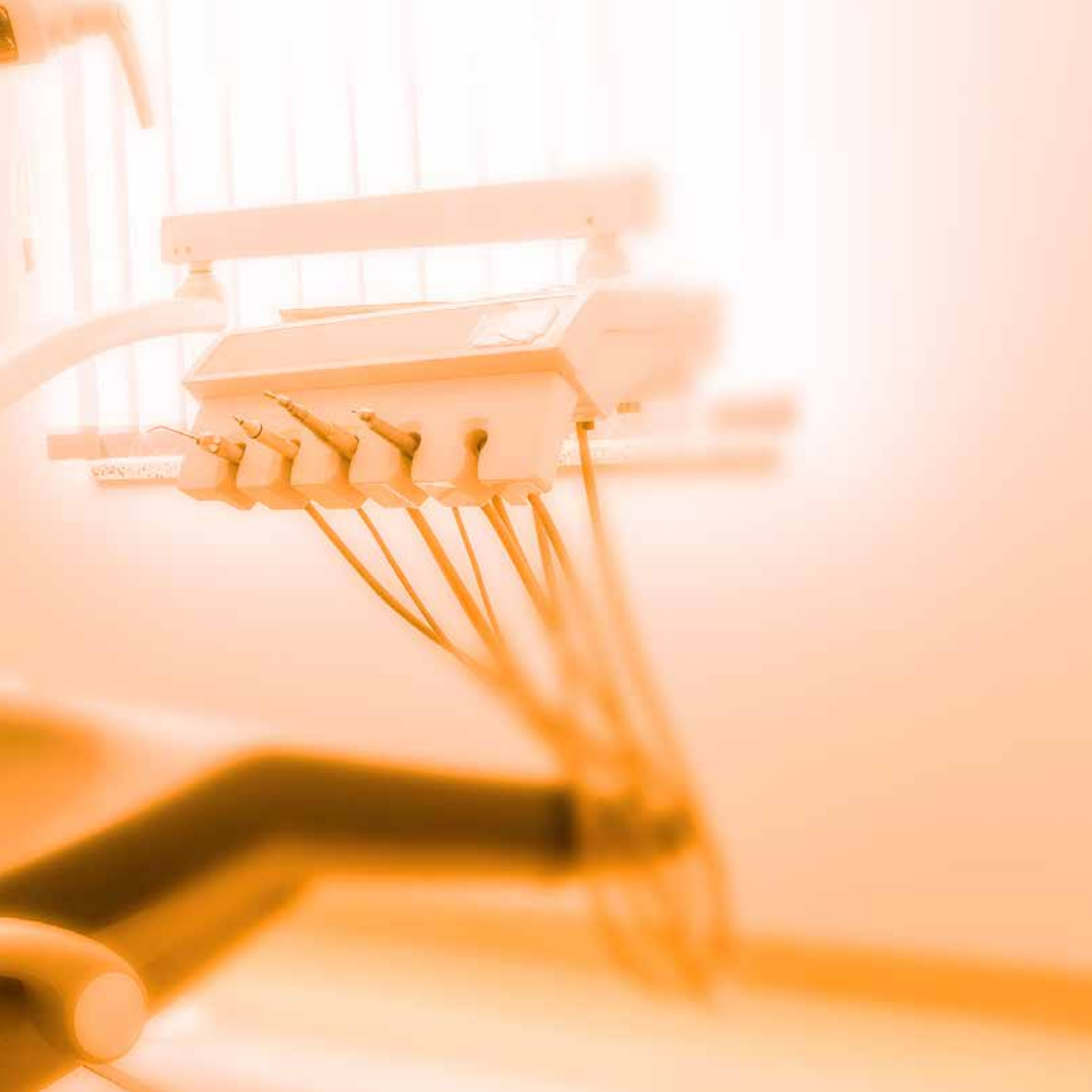
Orders placed by 3:00 PM CT are guaranteed to ship on the same business day. Park Dental Research uses the best method of shipping specific to each customer. Shipping carriers may vary depending upon shipping requests, logistics and demands. Expedited delivery options are also available upon request. All shipping costs are added to the customer's invoice. Clinicians are cautioned not to accept damaged packages.

## Return Policy

Items may be returned within 30 days of purchase date and must be accompanied by a Return Materials Authorization (RMA) number. RMA numbers may be obtained by contacting a Park Dental Research customer service representative. All returns are subject to a 15% restocking fee. Returned items must be unopened and in original packaging. Any damaged or opened product will not be accepted and will be destroyed with no credit issued. Expired product will not be accepted. When returning products, please ensure that items are packaged to prevent any damage during shipping. Park Dental Research will not be responsible for lost, stolen, damaged or late returns. Shipping fees for initial shipment and returns will be at the expense of the customer. If a credit card was used for purchase, merchant service fees will be deducted from credit.



THE RIGHT COMPANY CHANGES EVERYTHING





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