

REPAIR SERVICE TERMS & AGREEMENT

All 3D Print Service, LLC

Please read these Repair Service Terms and Diagnostic Fee Agreement carefully before submitting your 3D printer hardware for diagnostics or repair. By submitting your intake form and bringing in your equipment, you agree to the following terms.

1. Initial Diagnostic & Bench Fee

A non-refundable diagnostic bench fee is required for all machine drop-offs. This fee covers the technician's time to inspect the physical hardware, test electronic components, identify the root cause of failures, and generate a comprehensive repair estimate. If you choose to proceed with the recommended repairs, this fee will be applied as a credit toward your final labor cost.

2. Scope of Repair & Replacement Parts

We will attempt to repair your 3D printer to full operational status based on the approved quote.

- If additional, previously hidden issues are discovered during the repair process, work will be paused, and you will be contacted with an updated estimate.
- Replacement parts may be OEM (Original Equipment Manufacturer) or high-quality aftermarket equivalents, depending on availability and your preference.

3. Abandoned Equipment

Any 3D printer or equipment left at our facility for more than 30 days after you have been notified of completion, or after a diagnostic quote has been provided and ignored, will be considered abandoned property. Abandoned equipment will become the property of All 3D Print Service, LLC and may be recycled, sold, or stripped for parts to cover unpaid storage and diagnostic fees.

4. Production Timelines & Delays

Estimated repair turnaround times are provided upon completion of the diagnostic assessment. Timelines are subject to change based on the availability and shipping times of replacement parts. We will communicate any substantial delays promptly.

5. Payment Terms

Following the diagnostic assessment, a formal quote for parts and labor will be provided. A deposit covering the full cost of required replacement parts must be paid before parts are ordered. The remaining balance for labor must be paid in full prior to the release or shipment of the repaired machine.

6. Limitation of Liability & Accidental Damage Protection

3D printers are complex mechanical systems containing fragile components, sensitive electronics, and proprietary firmware. While we exercise the utmost care and professional expertise in repairing your equipment, unpredictable failures can occur during disassembly or testing.

By agreeing to these terms, you acknowledge that All 3D Print Service, LLC shall not be held liable for accidental damage to the machine, pre-existing undiagnosed electrical shorts, or data/firmware loss that may occur during the diagnostic or repair process. In the event that a mistake or error occurs on our part during the repair, our maximum liability is strictly limited to a refund of the service fees paid for the repair. We are explicitly not liable for the cost of a replacement 3D printer, replacing upgraded custom components, loss of business revenue, or any other incidental, indirect, or consequential damages resulting from the repair process.

7. Governing Law

These terms and any dispute arising out of the repair services provided shall be governed by and construed in accordance with the laws of the State of Kansas, specifically within the jurisdiction of Johnson County.