



Warranty Policy

SinoTech Europe Ltd (trading as Plempire Europe) Jurisdiction: England & Wales, with warranty coverage applicable across all European countries including the United Kingdom and the Republic of Ireland

1. Definitions and Interpretation

In this Warranty Policy (“Policy”), unless the context otherwise requires:

“Company” means **SinoTech Europe Ltd**, including its trading name Plempire Europe.

“Customer” means the purchaser of the Products within **any European country, including the UK and Ireland.**

“Products” means 3D wax printers, accessories, consumables, spare parts, used units, ex-demo units, and related equipment supplied by **SinoTech Europe Ltd.**

“Warranty Period” means the period during which **SinoTech Europe Ltd** provides warranty coverage.

“Defect” means a fault in materials or workmanship that renders the Product unfit for normal operation.

This Policy shall be interpreted in accordance with the laws of England and Wales. Warranty coverage applies throughout **Europe**, including **EU member states, EEA countries, Switzerland, the United Kingdom, and the Republic of Ireland.**

2. Statutory Rights

Nothing in this Policy shall exclude or limit the Customer’s statutory rights under applicable consumer protection laws in:

- England & Wales
- Scotland
- Northern Ireland
- Republic of Ireland
- EU Member States
- EEA Member States
- Any other European jurisdiction where statutory consumer rights cannot lawfully be excluded

Where this Policy provides rights exceeding statutory minimums, such rights are contractual and supplemental.



3. Warranty for New 3D Wax Printers

3.1 Duration New 3D wax printers supplied by **SinoTech Europe Ltd** include a **12-month limited warranty** commencing on the date of delivery.

3.2 Scope of Coverage The warranty covers Defects arising solely from:

- Manufacturing errors
- Faulty materials
- Defective workmanship
- Failure of factory-installed firmware essential to operation

SinoTech Europe Ltd shall determine, at its sole discretion, whether a reported issue constitutes a Defect.

4. Warranty for Accessories and Spare Parts

Accessories and spare parts supplied by **SinoTech Europe Ltd** are covered by a **90-day limited warranty** against manufacturing Defects.

5. Consumables – Exclusion of Warranty

Consumables, including wax materials, support materials, filters, and cleaning agents, are expressly excluded from warranty coverage due to inherent degradation and normal operational wear.

6. Used and Ex-Demo Machines

6.1 Case-by-Case Coverage Used and ex-demo machines may include limited or full warranty coverage, determined strictly on a case-by-case basis and confirmed in writing at the time of sale.

6.2 Default Position Where no written warranty is provided, used and ex-demo machines are sold “as-seen” and “as-is”, without implied warranties except those that cannot be excluded under applicable European consumer protection laws.

7. Warranty Exclusions

The warranty shall not apply to any Defect or damage arising from:

Improper installation, non-approved materials, negligence, misuse, unauthorized repairs, accidental damage, contamination, lack of maintenance, software misconfiguration, outdated firmware, or normal wear and tear.

SinoTech Europe Ltd reserves the right to reject claims where evidence is insufficient.

8. Warranty Claim Procedure



To initiate a claim, the Customer must:

- Notify **SinoTech Europe Ltd** without undue delay
- Provide serial number, order reference, and detailed issue description
- Supply photographs, videos, logs, or diagnostics as requested
- Follow all diagnostic instructions

Failure to comply may result in denial of the claim.

9. Remedies

Where a Defect is confirmed, **SinoTech Europe Ltd** may, at its sole discretion:

- Repair the Product
- Replace defective components
- Replace the Product with an equivalent unit (new or refurbished)
- Provide another appropriate remedy

No remedy shall extend or renew the original Warranty Period.

10. Shipping and Risk

For approved claims:

- **Outbound shipping** from **SinoTech Europe Ltd** to the Customer is covered by the Company.
- **Inbound shipping** from the Customer to **SinoTech Europe Ltd** is covered by the Customer unless otherwise agreed.

Risk in transit remains with the Customer until received by **SinoTech Europe Ltd**.

11. Non-Transferability

This warranty applies solely to the original purchaser and is non-transferable unless authorised in writing.

12. Software and Firmware

Software and firmware are provided strictly “as-is”. Issues arising from outdated firmware or unsupported configurations are excluded.

13. Limitation of Liability

To the fullest extent permitted by law:

- **SinoTech Europe Ltd** shall not be liable for indirect or consequential losses



- Total liability shall not exceed the original purchase price
- No representative may modify this Policy except in writing signed by a director

Nothing excludes liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under applicable European law.

14. Governing Law and Jurisdiction

This Policy is governed by the laws of **England and Wales**. The courts of **England and Wales** shall have exclusive jurisdiction. This does not limit the Customer's right to bring statutory consumer claims in their own European jurisdiction where required by law.

15. Contact Information

For warranty questions or claims, contact:

SinoTech Europe Ltd (trading as Plempire Europe) Email: support@plempire.eu

Technical Support Page: Submit fault reports with photographs, log files, and additional information.