

# Glowforge Warranty Information

GLOWFORGE® BASIC, GLOWFORGE PLUS, GLOWFORGE PLUS HD, GLOWFORGE PRO, GLOWFORGE PRO HD, GLOWFORGE AURA™, GLOWFORGE SPARK™, AND GLOWFORGE AIR FILTER PRODUCTS (INCLUDING GLOWFORGE AIR FILTER, AND GLOWFORGE CRAFT LASER™ FILTER)

## LIMITED WARRANTY

If your shipping address is within the European Union, your country's consumer product warranty laws apply, and the remainder of this warranty does not.

If your shipping address is outside the European Union, Glowforge warrants the hardware and accessories included in the original packaging (but excluding spare parts) against defects in materials and workmanship when used as instructed in the manual (e.g., attending the product during use and following recommended maintenance procedures). This Limited Warranty covers the Basic model, Glowforge Compact Filter, the Glowforge Air Filter, and the Glowforge Craft Laser Filter for 6 months; the Plus, Plus HD, Pro, and Pro HD models; the Glowforge Aura, and the Glowforge Spark for 12 months. If you purchase your product from an authorized Glowforge retailer, warranty coverage for your product starts on your (the original purchaser's) original purchase date. If you purchase your product directly from Glowforge, warranty coverage for your product starts on the date of shipment to you (the original purchaser). THE WARRANTY IS THE ORIGINAL PURCHASER'S ONLY AND CANNOT BE TRANSFERRED AFTER THE PRODUCT IS OPENED. Unless otherwise required by law, any implied warranties are limited to the foregoing warranty periods. This warranty gives you specific legal rights, and you may also have other legal rights which vary from state to state (in the United States) or country to country. If any law in your jurisdiction modifies this warranty, however, then Glowforge does not offer a warranty in your jurisdiction and nothing in this Limited Warranty affects your legal rights.

However, Glowforge does not warrant against normal wear and tear, items consumed or expended by their normal use, product misuse, accidental damage, or damage caused by modifications to the product. Modification of the hardware or accessories, including but not limited to replacing parts by means other than using spare parts purchased from Glowforge, making permanent cosmetic changes to the machine, replacing the software or

firmware, or other unauthorized changes voids this Limited Warranty. Furthermore, Glowforge Aura and Glowforge Spark are meant for personal usage; they are not meant for continuous, institutional, industrial or professional business use. Accordingly, the Glowforge Aura and Glowforge Spark warranty covers only normal single family household use. This warranty does not cover damage resulting from the use of products that are not sold by Glowforge, nor does it cover damage resulting from operations that do not follow the instructions in the user manual.

UNLESS OTHERWISE REQUIRED BY LAW, IN NO EVENT SHALL GLOWFORGE BE LIABLE FOR PERSONAL INJURY, OR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION OR ANY OTHER COMMERCIAL DAMAGES OR LOSSES, ARISING OUT OF OR RELATED TO YOUR USE OR INABILITY TO USE GLOWFORGE'S PRODUCTS, HOWEVER CAUSED, REGARDLESS OF THE THEORY OF LIABILITY (CONTRACT, TORT OR OTHERWISE) AND EVEN IF GLOWFORGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

If you submit a valid claim under this Limited Warranty, Glowforge at its sole discretion will (1) provide you with detailed instructions and new or refurbished parts to repair the product; or (2) authorize your return of the product for (i) repair with new or refurbished parts, (ii) replacement with a new or refurbished product that is equivalent to the product to be replaced, or (iii) a refund of the purchase price.

You cannot return any Product to a retail location; if you do so, you will not be entitled to a refund, and the warranty is voided. You must obtain prior authorization for your warranty claim before shipping any product to Glowforge, provide (if requested) proof of purchase of the product, provide (if applicable and requested) proof of receipt, and satisfy all other terms and restrictions set forth in this Limited Warranty. Product must be shipped in all of the original packaging; shipping in any other packaging will void this warranty. For U.S. and Canadian Customers only, Glowforge will provide a prepaid shipping label and a Return Materials Authorization label that must be placed inside the box. For U.S. and Canadian Customers only, Glowforge will pay shipping costs to return repaired or replacement products. For other International Customers, Glowforge will provide a Return Material Authorization label that must be placed inside the box. International Customers are responsible for the cost of shipping and insuring an authorized warranty return to

Glowforge and for prepayment of return shipping. For repairs not covered by this Limited Warranty, Customer is required to pay the cost of repair and shipping. To obtain service, contact Glowforge at contact Glowforge.

## PROOFGRADE® MATERIALS AND GLOWFORGE SPARE PARTS LIMITED WARRANTY

### LIMITED WARRANTY

If your shipping address is within the European Union, your country's consumer product warranty laws apply, and the remainder of this warranty does not.

If your shipping address is outside the European Union, Glowforge warrants Proofgrade materials and Glowforge spare parts against defect against defects in materials and workmanship for a period of 3 months when used as instructed in conjunction with a Glowforge product. If you purchase your product from an authorized Glowforge retailer, warranty coverage for your product starts on your (the original purchaser's) original purchase date. If you purchase your product directly from Glowforge, warranty coverage for your product starts on the date of shipment to you (the original purchaser). Unless otherwise required by law, any implied warranties are limited to the foregoing warranty period. This warranty gives you specific legal rights, and you may also have other legal rights which vary from state to state (in the United States) or country to country. If any law in your jurisdiction modifies this warranty, however, then Glowforge does not offer a warranty in your jurisdiction and nothing in this Limited Warranty affects your legal rights.

However, Glowforge does not warrant against normal wear and tear, product misuse, accidental damage, or damage caused by improper storage of the materials or spare parts, modification of any spare part, and/or modification of the materials before their use with a Glowforge product.

UNLESS OTHERWISE REQUIRED BY LAW, IN NO EVENT SHALL GLOWFORGE BE LIABLE FOR PERSONAL INJURY, OR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF

PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION OR ANY OTHER COMMERCIAL DAMAGES OR LOSSES, ARISING OUT OF OR RELATED TO YOUR USE OR INABILITY TO USE THE MATERIALS OR SPARE PARTS, HOWEVER CAUSED, REGARDLESS OF THE THEORY OF LIABILITY (CONTRACT, TORT OR OTHERWISE) AND EVEN IF GLOWFORGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

You must obtain prior authorization for your warranty claim before shipping any returned Proofgrade material or spare part to Glowforge, provide (if requested) proof of purchase of the product, and satisfy all other terms and restrictions set forth in this Limited Warranty. Glowforge will provide a Return Material Authorization label that must be placed inside the box. Customers are responsible for the cost of shipping and insuring an authorized warranty return to Glowforge and for prepayment of return shipping. If you submit a valid claim under this Limited Warranty for a spare part, Glowforge at its sole discretion will provide you with a new or refurbished part. To obtain service, contact Glowforge.