Updated Date: Jul 10, 2024

Limited Warranty on Aries 113 UV DTF Printer

DTF Station is pleased to offer a limited warranty on the Aries 113 UV DTF Printer, subject to the terms and conditions outlined herein. Please read this warranty policy carefully to understand your rights and obligations.

A. Warranty Coverage

The warranty for the Aries 113 UV DTF Printer includes limited 1-year coverage for non-consumable parts.

What are Consumable parts?

In the context of printing and related equipment, consumable parts refer to components or elements that come into direct contact or interaction with ink, cleaning solution, or other similar materials during the normal operation and maintenance of the equipment. These parts are typically designed to be replaced periodically due to wear and tear, degradation, or contamination caused by the substances they come into contact with. The replacement of consumable parts is often necessary to maintain the performance, quality, and longevity of the equipment. Examples of consumable parts may include but are not limited to, printheads, dampers, capping station caps, wiper blades, ink cartridges, rollers, filters, and cleaning brushes, among others.

Conditional warranty coverage for the Aries 113 UV DTF Printer (Country: US Only): The Aries 113 UV DTF Printer comes with a warranty covering up to two (2) printheads for six (6) months from the date of purchase.

Warranty Conditions:

- **Training Checklist & Warranty Disclosure Form:** To activate and maintain warranty coverage, customers must submit a completed Training Checklist & Warranty Disclosure Form within 30 days of product

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purchase. This form acknowledges receipt of training materials and confirms the understanding of proper equipment usage and maintenance.

- **Mandatory On-Site Training**: Eligibility for the warranty requires the completion of mandatory On-Site Training by DTF Station-approved technicians. This training ensures proper installation, operation, and maintenance of the Aries 113 UV DTF Printer.

There are three types of On-Site training options, which will be applied based on the distance and location accordingly. Further details are outlined below:

- **On-Site Setup/Training + Driving Distance includes:**
  - One Time Driving Distance within 2 hours
  - 4~6 Training Hours Onsite
- **On-Site Setup/Training + Air Travel Domestic includes:**
  - One Time Accommodations such as hotel, rental car, and flight ticket
  - 4~8 Training Hours Onsite
- **On-Site Setup/Training + Overseas Travel includes (Outside of US):**
  - One Time Accommodations such as hotel, rental car, and flight ticket
  - 4~8 Training Hours Onsite

Please note: Warranty will be effective from the time of submission of the *Training Checklist & Warranty Disclosure Form*, or, if not submitted within 60 days of receiving the equipment, from the shipment date of the Aries 113 UV DTF Printer.

Limited warranty coverage: Customers who elect not to complete On-Site Training will receive limited warranty coverage, which excludes any conditional warranty coverage, for 90 days from the warranty's effective date.

B. Warranty Effective Date

The warranty becomes effective upon the successful completion and return of the *Training Checklist & Warranty Disclosure Form* provided by DTF Station during

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On-Site Training. If the *Training Checklist & Warranty Disclosure Form* is not completed and returned within 60 days of receiving the equipment, the warranty will be effective from the shipment date of the Aries 113 UV DTF Printer.

In addition to signing the *Training Checklist & Warranty Disclosure Form*, please visit the following URL to register your equipment warranty: https://dtfstation.com/pages/please-register-your-printer-before-using. By registering your equipment warranty through this link, you can ensure that your warranty coverage is activated and that you have easy access to warranty support and services

C. Return Policy

- **30-Day Return Window**
  For any valid reason, if the customer is not satisfied with their purchase, the customer may return the printer within 30 days of the purchase date to receive full credit (including initial shipping).

  a. **Valid Reasons for Return**: Valid reasons for return include but are not limited to:
     i. Defective Product: If the printer arrives with manufacturing defects or malfunctions, we will accept the return and issue full credit.
     ii. Incorrect Product: If you receive a printer that is different from what you ordered, we will accept the return and issue a full credit.
     iii. Damaged During Shipping: If the printer is damaged during shipping, please contact us immediately, and we will arrange for a return and issue a full credit.
  b. **Invalid Reasons for Return**: Invalid reasons for return include but are not limited to:
     i. Preference-Based Reasons: Returns based on personal preferences such as "I don't like the way it looks" or similar non-defective reasons will not be accepted.

D. Terms That Void the Warranty

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- **Use of Non-DTF Station Ink, Film, Powder**
  Please note that the use of non-DTF Station ink and film with your Aries 113 UV DTF Printer will void any warranty offered for the printer. To maintain warranty coverage, it is essential to use only DTF Station-approved ink and film.

- **Ownership Transfer**
  Warranty Non-Transferable: The warranty does not transfer with changes in ownership.

- **Removal of Serial Numbers or Labels**
  Altering, removing, or tampering with serial numbers, labels, or identifying marks on the product can void the warranty.

- **Non-Compliance with Maintenance Requirements**
  Failure to adhere to recommended maintenance and care procedures as outlined in the product documentation may void the warranty.

E. Repair and Replacement

- **Releasing Replacement Parts:** DTF Station technicians will offer you the necessary instructions for replacing parts, and it is your responsibility to make reasonable efforts to carry out the part replacement and resolve the issue. All replacement parts will be shipped free of charge via **ground shipment** from California. However, if you request expedited shipping, additional shipping charges will apply.

- In the event that you encounter technical issues with your Aries 113 UV printer, If we are unable to resolve the issue, DTF Station reserves the right, at its sole discretion, to take the following actions:

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- **Onsite Technician Visit**: DTF Station may arrange for one of its qualified technicians to conduct an onsite visit to diagnose and repair the Aries 113 UV printer. Subject to an additional service fee.
- **Replacement Aries 113 UV Printer**: If your Aries 113 UV printer fails to turn on or function correctly from the time of opening, DTF Station may elect to provide a replacement Aries 113 UV printer. Subject to an additional service fee. Customers are required to return their current printer, and DTF Station will facilitate this by providing a return shipping label.

F. Standard Exclusions

This limited warranty does not cover damages caused by the following:

- Misuse, improper installation, improper maintenance, lack of use, neglect, and/or abuse of the Aries 113 UV DTF Printer.
- Improper shipping or packaging of the Aries 113 UV DTF Printer.
- Use of unsuitable or incompatible parts, media, supplies, software, peripherals, and/or accessories. The use of unauthorized third-party consumables and components, including but not limited to ink, film, and powder, will void any warranty offered for the Aries 113 UV.
- Service provided by a non-DTF Station authorized technician.

Please retain your proof of purchase for warranty claims.

For any warranty-related inquiries or to initiate a warranty claim, please contact your DTF Station dealer. This warranty policy is subject to change at the discretion of DTF Station.

By purchasing and using the Aries 113 UV DTF Printer, you acknowledge and accept the terms and conditions outlined in this warranty policy. Your satisfaction is our priority, and we are committed to providing you with a reliable and high-quality printing solution.

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G. Dispute Resolution, Mandatory Arbitration, and Waiver of Class Actions and Class Arbitrations

1. **Dispute Resolution**: The provisions in this Section F apply to all disputes between you and DTF Station. The term "Dispute" encompasses any disagreement, claim, controversy, or legal action between you and DTF Station arising from or related to this Agreement (including its creation, performance, or violation), the Software, DTF Station Hardware, the parties' relationship, or any other transaction involving you and DTF Station. This includes contract disputes, warranty claims, misrepresentation, fraud, tort, intentional tort, statutory violations, regulatory violations, or any other legal or equitable basis. However, "Dispute" excludes claims for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and DTF Station also agree that a court, not an arbitrator, will determine if a claim is an IP Claim.
2. **Initial Dispute Resolution**: Before initiating arbitration proceedings as outlined in Section F, you and DTF Station commit to attempting to resolve any Dispute informally for 60 days. If no resolution is reached during this time, either party may proceed with arbitration as per Section F(6). To notify DTF Station of a Dispute, please send correspondence to: DTF Station, email title ATTN: Legal Department, info.dtfstation@gmail.com. The notification must include your name, address, contact information, details of the Dispute, and the remedy sought. Both parties agree to act in good faith to resolve disputes before resorting to arbitration per Section F(2).
3. **Binding Arbitration**: If no mutually acceptable solution is reached within the 60-day informal resolution period described in Section F(2), either party may initiate binding arbitration. You and DTF Station agree to resolve all Disputes through binding arbitration under this Agreement. ARBITRATION MEANS YOU GIVE UP YOUR RIGHT TO A JUDGE OR JURY TRIAL IN COURT, AND YOUR RIGHTS TO DISCOVERY AND APPEAL ARE LIMITED COMPARED TO COURT PROCEEDINGS. This arbitration will be administered by JAMS, a nationally recognized arbitration provider, following the JAMS Streamlined Arbitration Rules and Procedures or its relevant code of procedures for consumer disputes, excluding any rules

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permitting class arbitration (more details in Section F(6) below). You and DTF Station acknowledge that (a) the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.) governs this Section F, (b) this Agreement pertains to interstate commerce, and (c) Section F will remain valid even after this Agreement terminates.

4. **Exception—Small Claims Court**: Despite the arbitration agreement, either party may pursue an individual action in the small claims court of their state or municipality if the claim falls within the court's jurisdiction and is exclusive to that court.
5. **Waiver of Class Action and Class Arbitration**: Both parties agree that they will bring Disputes against each other only in an individual capacity and not as class actions or class arbitrations. If any court or arbitrator deems the class action waiver in this paragraph unenforceable, or if arbitration can proceed on a class basis, the entire arbitration provision in Section F is nullified.
6. **Arbitration Procedure**: If either party initiates arbitration, it will be governed by the JAMS Streamlined Arbitration Rules and Procedures or applicable JAMS rules at the time of filing, excluding rules allowing for class arbitration. All Disputes will be resolved by a single impartial arbitrator, selected according to JAMS Streamlined Arbitration Rules and Procedures, who will adhere to the terms of this Agreement. The arbitrator, not any court or agency, will have the exclusive authority to settle Disputes regarding the interpretation, enforceability, or formation of this Agreement. The arbitrator may award remedies available in court, and arbitration costs may exceed litigation costs. Each party may retain legal counsel at their expense. The arbitrator's decision is binding and can be entered as a judgment in any competent court. You may opt for arbitration by phone or online with mutual agreement; otherwise, hearings will occur near your residence or in Orange County, California, at your discretion.
7. **30-Day Opt-out Right**: You have the option to exclude yourself from the mandatory, binding individual arbitration and class action waiver specified in Section F by sending a written letter to the DTF Station address in Section F(2) within 30 days of agreeing to this Agreement. This letter must contain your name, mailing address, and the request to be excluded from the arbitration and class action waiver in Section F. If you opt-out as described, all other

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terms in this Agreement will apply, including the requirement to provide notice before litigation. DTF Station will also not be bound by these arbitration provisions if you opt-out.

8. **Amendments to Section F**: Despite any contrary provisions in this Agreement, you and DTF Station agree that if DTF Station modifies the dispute resolution and class action waiver provisions in this Agreement (except for changes to DTF Station's address), DTF Station will seek your affirmative agreement to the applicable amendment. If you do not agree, you consent to resolve Disputes between the parties according to the language of this Section F (or as provided in Section F(7) if you opted out when you initially agreed to this Agreement).
9. **Severability**: If any provision in this Section F is determined unenforceable, that provision will be severed, leaving the remainder of this Agreement in full effect. This exception does not apply to the class action prohibition in Section F(5). Therefore, if Section F(5) is unenforceable, Section F (but only Section F) will be void.

H. Remedies and Disclaimer of Warranties

The warranty and remedy detailed above are exclusive and replace all other express or implied warranties, including but not limited to, merchantability, fitness for a particular purpose, and non-infringement. Some jurisdictions do not allow the exclusion of implied warranties, so these limitations may not apply to you. Statements or representations made by any other person or entity are void unless stated in this Agreement. Some states do not limit the duration of implied warranties, so these restrictions may not apply to you.

I. Exclusion of Damages; DTF Station's Maximum Liability

In no event shall DTF Station or its affiliates be responsible for any special, incidental, or consequential damages, including lost profits, substitute equipment costs, downtime, third-party claims, or property damage resulting from the use or inability to use the DTF Station product, regardless of whether based on breach of warranty or any other legal theory. In no event shall DTF Station or its affiliates' liability exceed the

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original retail purchase price of the product. Some states do not permit the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

J. Other Provisions

1. **Other Rights You May Have**: This limited warranty grants specific legal rights, and you may possess additional rights that vary by jurisdiction. Some jurisdictions do not permit the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this Agreement may not apply to you.
2. **Governing Law**: With the exception of claims eligible for arbitration under Section F, both you and DTF Station mutually agree that the laws of the state or country in which you reside shall be applicable.
3. **Jurisdiction**: Apart from claims that are subject to arbitration as outlined in Section F, in case of a disagreement, both you and DTF Station agree to submit to the jurisdiction of the courts located in your state of residence.

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