

# Witbox bq



Warranty



## **WARRANTY**

Mundo Reader, S.L. (hereinafter, "Mundo Reader") provides this Limited Warranty to the purchaser of the bq product(s) included in the original product package (hereinafter, the "Product"). Mundo Reader guarantees that, for the duration of the Warranty Period, Mundo Reader (or a service agent authorised by Mundo Reader) shall, free of charge and within a commercially reasonable period of time, correct any defects corresponding to the materials, design or manufacture of the Product by means of repairing it or, at Mundo Reader's own discretion and if it considers it to be necessary, replacing the Product in accordance with the terms of this Limited Warranty (except where the corresponding legislation provides for alternative measures). This Limited Warranty shall only be considered valid and effective in the country in which the Product was acquired, provided that Mundo Reader intended for said Product to be sold in the country in question. Notwithstanding the foregoing, if the Product was acquired in a Member State of the European Union this Limited Warranty shall be considered valid and effective.

Certain limitations may be applied to the services covered by this Warranty due to the differing country-specific elements that may be found in the Product.

### **Warranty Period**

The Warranty Period shall commence upon purchase of the Product by the end user. The Product may be comprised of a number of different parts, and these parts may be covered by different warranty periods (hereinafter, the "Warranty Period").

The Warranty Period shall have a duration of twenty-four (24) months. Any parts that are subject to wear shall not be covered by this Warranty. The remaining parts are covered by a Warranty Period of six (6) months' duration, commencing on the date of purchase. Consult your distributor for further information.

This Warranty shall be rendered invalid under the circumstances specified in the section "What Isn't Covered?"

In the extent to which it is permissible under the laws of the purchaser's country, the Warranty Period shall not be extended, renewed or otherwise modified following the subsequent resale, repair or replacement of the Product by Mundo Reader.

However, any parts that are repaired or any products that are replaced during the Warranty Period shall be guaranteed for either the remainder of the original Warranty Period or for a period of six (6) months from the date of repair/replacement, whichever is the greater.

### **How to Claim on the Warranty**

If you wish to make a claim under the terms of this Limited Warranty, send the affected Product (or the part, if the Product is not affected in its entirety) to an authorised Mundo Reader service agent. You may also call a Mundo Reader customer service centre (charges

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may apply, depending on national or preferential phone tariffs) to obtain more information on how to make a claim. The original product packaging or local Mundo Reader websites (where available) may contain information on customer service centres and authorised Mundo Reader service agents.

Any claims made under the terms of this Limited Warranty shall be subject to your notification of the presumed fault to Mundo Reader or an authorised Mundo Reader service agent within a reasonable period of time following your discovery of said fault, and under all circumstances no later than the expiry date for the Warranty Period.

If you make a claim under the terms of this Limited Warranty, you must provide the following:

a) the Product (or the affected part) and b) the original receipt of purchase, which must clearly indicate the name and address of the vendor, the date and location of the purchase, the type of product and its serial number.

### What Isn't Covered?

1. This Limited Warranty does not cover instruction manuals, software, configuration, content, data or third-party links that are included on the Product or downloaded onto it during installation, assembly or shipping, or that have been incorporated into the Product at any other moment during the chain of delivery or that you have acquired in any other way and via any other means. Mundo Reader does not guarantee that its software will meet your needs or be compatible with hardware or software provided by an independent supplier, nor shall any Mundo Reader authorised replacement, resale or repair be covered.
2. This Limited Warranty shall not cover: normal wear (including, but not limited to, wear on moving parts); faults caused by mishandling (including, but not limited to, damage caused by sharp objects, bending, the application of pressure, drops, etc.); faults or damage caused by incorrect use of the Product, including use that does not comply with the instructions provided by Mundo Reader (e.g. failure to comply with the stipulations of the User Manual for the Product); and any other actions beyond the reasonable control of Mundo Reader. other actions that are outside the reasonable control of Mundo Reader.
3. This Limited Warranty does not cover faults or presumed faults caused by using the Product with, or in conjunction with, any other product, equipment, software and/or service that is not produced or supplied by Mundo Reader or which is used for non-intended purposes. Faults may be caused by viruses introduced via unauthorised access (i.e. unauthorised by you or by a third party) to services, other accounts, networks or computer systems. Unauthorised access may be gained through hacking, the unlawful acquisition of passwords or similar means.
4. This Limited Warranty shall not be valid if the Product has been exposed to moisture, extreme atmospheric conditions or temperatures (or to rapid changes in same), corrosion, rust, spilled liquids or foods or the influence of chemical products.
5. This Limited Warranty shall not cover firmware other than that provided, nor does it cover use of a printer base other than that recommended.
6. This Limited Warranty shall not cover damage arising from use of material other than that described (PLA) and of a thickness greater or less than 1.75 mm, nor does it cover

damage arising from use of material that is in unsuitable condition (e.g. that has other materials adhering to it, grease residues, etc.).

7. This Limited Warranty shall not cover any faults or flaws that occur as a result of the printer door being opened while the unit is printing.
8. This Limited Warranty shall not cover breakage of the extruder as a result of moving it in a manner other than that recommended (i.e. via the control panel).
9. This Limited Warranty shall not cover breakage or faults caused by placing a weight in excess of 50 kg on top of the bq Witbox, nor does it cover deterioration of the methacrylate on the upper surface caused by placing a weight in excess of 2 kg on top of it.
10. This Limited Warranty shall not cover damage caused by incorrect transportation and/or use of packaging materials other than those in which the unit was originally delivered.
11. This Limited Warranty shall not cover connection to a voltage other than that set by the manufacturer.

### **Other Important Information**

Make sure you make backup copies or keep a written record of all the important data and content stored on any SD cards you use with the bq Witbox, as data and content may be lost if the Product is repaired or replaced.

Mundo Reader, in accordance with the section on “Limitations to the Liability of Mundo Reader” below, shall not under any circumstances be held liable – whether explicitly or implicitly – for any damage or detriment of any kind arising from loss, damage or distortion of data or content during the repair or replacement of the Product.

Any parts of the Product or other equipment replaced by Mundo Reader shall become the property of Mundo Reader. If the Product is not covered under the terms and conditions of this Limited Warranty, Mundo Reader and its authorised service agents reserve the right to charge a fee for labour costs. When repairing or replacing the Product, Mundo Reader may use products or parts that are new, as good as new or reconditioned.

Your Product – including its software - may include elements that are specific to your country. If the Product has been re-exported from its original destination to another country, it may include country-specific elements that may not be considered defects under the terms of this Limited Warranty.

### **Limitations to the Liability of Mundo Reader**

This Limited Warranty represents your sole and exclusive guarantee with Mundo Reader, and represents Mundo Reader’s sole and exclusive liability for any defects that may be found in your Product. This Limited Warranty replaces any other liabilities and guarantees that may have been provided by Mundo Reader, whether verbally, in writing, legal (non-statutory), contractual, non-contractual or of any other kind, including – but not limited to, and to the extent permitted by law – any other conditions, guarantees or other implicit terms pertaining to satisfactory quality or fitness for a specific purpose. However, this Limited Warranty shall not exclude or limit i) any legal (statutory) rights you may have under national law, or ii) any rights you may have in relation to the vendor of the Product. To the extent to

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which it is permitted by law, Mundo Reader shall not be held liable for any loss, damage or distortion of data, loss of earnings, loss of utility or functionality, loss of business, loss of contracts, loss of profits, loss of anticipated savings, increased costs or expenses, indirect losses or damage of any kind, losses or damage of a consequential nature or losses or damage of a special nature.

To the extent to which it is permitted by law, the liability of Mundo Reader shall be limited to the purchase value of the Product. However, the foregoing limitation shall not apply in the event of grave negligence or wilful misconduct on the part of Mundo Reader, or in the event of death or personal injury caused by demonstrable negligence on the part of Mundo Reader.

**NOTE.** This Product is a complex electronic device. Mundo Reader recommends that you carefully read the User Guide and instructions provided with the Product and any other related materials. You should also bear in mind that the Product may include screens, extruders and other similar parts that could become scratched or suffer other forms of damage if not handled with extreme care. Under no circumstances shall this Limited Warranty cover this type of damage.

For further information, please visit: [www.bq.com/warranty](http://www.bq.com/warranty)

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Tax Reference ID (CIF): B85991941  
Made in Spain

### TECHNICAL SUPPORT

If you encounter any problems with your bq device, or if you would like to contact us with any technical queries, please use the following contact details:

Our website: [www.bq.com/technical-support](http://www.bq.com/technical-support)

Telephone: +44 20 70 48 01 42

### MANUAL

To download the Witbox's manual, please visit: [www.bq.com/gb/products/witbox.html](http://www.bq.com/gb/products/witbox.html)

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