

【EU】 Terms & Conditions of BAMBULAB Extended Warranty Service

(For Covered Parts of 3D Printers)

Last updated on: December 5th, 2025

The **Extended Warranty Service** is a separate commercial warranty provided by BAMBULAB voluntarily and **is in addition to any statutory warranty right that the Customer may have against the seller of the product** (whether BAMBULAB or another party from whom the Customer purchased the BAMBULAB products) free of charge under statutory law. Those statutory warranty rights are not restricted by the **Extended Warranty Service**. Customers are entitled by law to remedies from the sellers free of charge in the event of a lack of conformity of the goods and those remedies are not affected by this Extended Warranty Service. The Customer can choose between his/her rights under the Extended Warranty Service and her/his statutory warranty rights to the extent they overlap.

The Extended Warranty Service is offered by

BambuLab GmbH (“BAMBULAB” , “we” or “us”)

Hanauer Landstraße 291b

60314 Frankfurt am Main

Germany

and can only be purchased by consumers (“**Customer**” or “**you**”) (i.e. any natural person who, is acting for purposes which are not related to his trade, business or profession, see Section 13 German Civil Code).

When purchasing the Extended Warranty Service (“**Service**”), you must accept these Terms and Conditions which constitute the contract between you and BAMBULAB in relation to the Service (“**Extended Warranty Service Agreement**”).

You can save the Extended Warranty Service Agreement or print it for future reference.

BAMBULAB will also save the text of the Extended Warranty Service Agreement and make it

available to you upon request.

1. Availability

The Service is optional, fee-based and only offered by BAMBULAB with respect to certain parts of BAMBULAB 3D Printers (“**Products**”) as defined in Section 3 (“**Covered Parts**”) that have been purchased from the official online store of BAMBULAB or from authorized retailers, resellers and distributors in the territory defined in **Section 4**.

The Service can be bought at any time **prior to the expiration of the BAMBULAB Basic Guarantee period (two (2) years from the original purchase date of the Product) provided that the Product has not reached a total printing time of 5,000 hours (cumulative time amount)**.

2. The scope of the Service

The Service supplements the Customer’ s rights under the BAMBULAB Basic Guarantee (for more information about the BAMBULAB Basic Guarantee including applicable terms and conditions, please visit: <https://BAMBULAB.com/en/policies/warranty>) by extending the coverage period for an **additional 12 months** as further defined in Section 5.

BAMBULAB provides the services defined herein (“**Extended Warranty Services**”) to the Customer during the Term for the **Covered Parts**, as specified in this Section 3, in the event of material defects in materials or workmanship that existed at the time of delivery (“**Defects**”).

The Service is limited to the rights expressly granted to the Customer in this document and is subject to certain restrictions as set forth in the following sections.

The Service is not an insurance policy, but rather a fee-based extension of the warranty period, providing the Customer with rights for repair and maintenance for 12 months following the expiration of the BAMBULAB Basic Guarantee period (two (2) years from the original purchase date of the Product) in addition to those rights granted under applicable German statutory consumer protection laws and regulations.

3. Covered Parts

(1) Covered Parts

The Covered Parts are:

- Heated Unit, Heatbed Sensor Unit, Heatbed Signal Cable.
- Printer Touch Screen.

	<ul style="list-style-type: none"> • Chamber Camera. • Mainboard components: AC / AP / MC / TH board, Extruder Connection Board, etc. • X / Y / Z Axis Assembly (including axis motor). • Fans (Mainboard Fan, Part Cooling Fan, Power Cooling Fan) excluding hot end fan. • Toolhead (including Toolhead Block, Toolhead Cable, Toolhead Housing Parts). • Cables (Heatbed Cable, Heavy Duty Toolhead Cable, MC to AP Cable, TH Board FPC Cable, Power Cable).
<p>(2) Non-exhaustive list of parts/products <u>not</u> covered under this Service</p>	<p>Please note that the parts/products not explicitly mentioned under “(1) Covered Parts” above are not covered by the Service, including but not limited to:</p> <ul style="list-style-type: none"> • AMS / AMS 2 PRO / AMS lite. • (Dual) Extruder Unit (excluding the Extruder Gear Assembly, Dual Extruder Gear Assembly, and the Extruder Filament Sensor) • Shell components: printer front door, left / right / rear Panel, upper and lower covers. • Air Assist Tube Coupler • Micro SD Card (32 GB) • Maker's Supply (including Hardware Kits, Maker's Supply Models, MakerLab Accessories, Maker Combo Kits, Hardware Parts, Electronics, Tools & Others) <p>Please note that the Service does not apply to disposable items, parts, or components of the Product which are inherently subject to deterioration and wear out during the normal operation of the product (“Consumable Parts”). If they are worn out or consumed, you usually need to purchase replacements in the official stores. Consumable Parts include, but are not limited to:</p> <ul style="list-style-type: none"> • Hot end assembly (including: nozzle, ceramic heater, temperature measuring resistor, hot end silicone shell, hot end fan, hot end heating assembly). • Extruder gear assembly (including Hardened Steel Extruder Gear Assembly, Extruder Unit Front Cover). • Print plate, printing film/transfer film, liquid glue/solid glue. • Hotend with hardened steel nozzle. • Teflon material tube and connector. <p>Replacement filament cutter, scraper, nozzle wiper kit, activated carbon filter, desiccant, consumable filament, etc.</p>

4. The Territory covered by the Service

Due to differences in Product version, the Service is limited to the **EU, Switzerland, Norway and Iceland** (“**Territory**”).

5. The Term of the Service

The Service shall be effective upon the expiration of the BABMBULAB Basic Guarantee (i.e., two (2) years from the original purchase date of the Product) (**“Starting Date”**) provided that the Customer has successfully activated the Service within the term of the BABMBULAB Basic Guarantee as outlined in **Section 7**.

1. The term (**“Term”**) of the Service in the Territory is **one (1) year (12 months)** from the Starting Date.
2. Each Product is eligible for only one (1) Service. Additional extensions for the same Product are not permitted.
3. The Term is suspended during the time the Covered Part or Product is in the possession of BAMBULAB for the Extended Warranty Services. In other words, the Term is extended by the number of days that the Covered Part or Product is not available to the Customer due to the Extended Warranty Services.
4. Any repaired or replaced Covered Part will be covered for the remaining Term or two (2) months after the Customer has received the repaired or replaced Covered Part, whichever is longer.
5. Notwithstanding the aforementioned paragraphs, a repair or replacement under this Extended Warranty Service Agreement does not extend the Term beyond what is provided for in this **Section** and **Section 8**.

6. Performance of the Service

If a Defect of a Covered Part arises during the Term, BAMBULAB will, at its discretion, repair the Covered Part, replace it with an identical or equivalent part. Replaced Covered Parts or Products become the property of BAMBULAB. Extended Warranty Services will be performed without costs (going beyond the price paid for purchasing the Extended Warranty Services) including any costs for transportation of the Covered Parts, provided the Covered Parts are located within the Territory.

7. Exclusion from the Service

BAMBULAB will have the right to refuse to provide the Extended Warranty Services if, and to the extent that, any of the following conditions or circumstances caused a Defect:

1. The damage is caused by failure to perform regular maintenance in accordance with the [Maintenance Guides] and intervals recommended by BAMBULAB, or by failure to follow prescribed procedures during maintenance (such as cleaning, lubrication, etc.);
2. Damage caused by accidents, moisture, stains, sand, water, mildew, corrosion, human unauthorized modification (including but not limited to structure, hardware, firmware, etc.), unauthorized repairs, collisions, burning or third-party equipment;
3. The Product is found to be damaged due to transportation, but it is not rejected on the spot, and it is unable to provide a cargo damage certificate from the logistics company afterwards;
4. Products damaged due to force majeure (such as earthquakes, fires, floods, lightning strikes, traffic accidents, etc.);
5. The damage is caused by improper installation or operation of the Product in violation of the official documentation published by BAMBULAB: the user manuals, operational instructions and the product interface warnings;
6. Product labels, serial numbers, waterproof marks, etc. are tampered or altered;
7. The proof of purchase is forged or altered;
8. Any minor appearance damage such as wears and scratches that does not affect the performance of the Product;
9. Product failure or damage caused by using other branded parts or consumables;
10. The Covered Parts that have been modified or altered without the written permission of BAMBULAB, resulting significant change in its functionality or capability.

Note: If the Product is damaged due to the use of third-party accessories, or the Product causes damage to third-party accessories, the damaged part of the Product and the damaged third-party accessories will not be covered by the Service. If the Product is damaged due to the use of unofficial firmware and/or the use of unofficial authorized tools or methods to modify/update the firmware, it will not be covered by the Service.

8. How to buy this Service?

1. **When buying with a new Product from our official online store**
(<https://eu.store.bambulab.com/>):

The Service can be purchased together with the Product through the official online store of BAMBULAB (<https://eu.store.bambulab.com/>). You can add this Service to your cart and complete the payment along with the new machine. Normally no additional activation is required, the Service will be associated with the new Product automatically, in the event of technical issues, you can contact our support team for assistance or activate the Service by yourself through: <https://bambulab.com/en-us/support/warranty/binding>.

9. How to claim the Extended Warranty Services?

The following is the standard procedure for claiming the Extended Warranty Services:

1. The Product's Defect appears during the Term
2. You contact us to claim the Extended Warranty Services via our official support page (<https://bambulab.com/support>).

Documentation needed for claiming the Extended Warranty Services:

- Purchase receipt or invoice;
- A brief description of the lack of compliance of the Product along with evidence of its presence (e.g., photos, videos, or log files where relevant).

3. BAMBULAB provides you with technical support, and performs the Extended Warranty Services in accordance with Section 5.

Any Extended Warranty Services request must be submitted via our official support page:

<https://bambulab.com/support>.

- The Extended Warranty Services will be performed without costs, including any costs for transportation of the Covered Parts, provided that the Covered Parts are located within the Territory. BAMBULAB shall bear the logistics fee in case replacement of Covered Parts are needed.
- In the event that an Extended Warranty Services request is submitted, and an inspection of the Product by BAMBULAB determines that no Defect exists, or that the Extended Warranty Service request is invalid for any of the reasons outlined above, BAMBULAB reserves the right to charge a service fee of certain amount, provided the Customer could have reasonably be expected to recognize that the Extended Warranty Services request was unfounded.
- Replaced Covered Parts or Products become the property of BAMBULAB.

10. How to access to and check the detail page (Service Term, Service Scope, Service Maintenance Records, Service Progress etc.) of the Service ordered?

The Customer can check the details of its Service, including validity, scope, maintenance records, and service progress, through the Support module [<https://bambulab.com/en/support>] on the official website.

11. Cancellation, Refund and Replacement

1. Cancellation of Extended Warranty Service when buying with a new machine on our official online store

You are entitled to return the whole machine and the extended warranty together:

(the refund period for the whole machine is **14 calendar days**)

If a new machine refund request is raised, the extended warranty will be refunded together automatically, no additional request would be needed.

2. Cancellation of Extended Warranty service when buying separately:

Notwithstanding the Customer's statutory right of withdrawal, the Customer is entitled to cancel the Extended Warranty Service within **14 calendar days** from date of purchase of the Extended Warranty Service.

3. In the event of such cancellation, the Customer will receive a full refund of the purchase price paid for the Extended Warranty Service, less the value of any Extended Warranty Service already provided under the Extended Warranty Service Agreement.

4. Replacement

If the entire Product is replaced, the Service associated with the original Product will be transferred to the replacement Product. In this case, the Term of the Service remains unaffected, see Section 5.5.

5. No Transfer of the Service to another Product

If the entire Product is not returned and replaced, the Service cannot be reassigned or transferred to another Product.

12. Privacy and Data Protection

To see BAMBULAB's privacy policy, please visit <https://BAMBULAB.com/en/policies/privacy>.

13. Limitation of Liability

1. Unless otherwise specified in the Extended Warranty Service Agreement, including the following provisions, BAMBULAB shall be liable for any breach of contractual and non-contractual obligations in accordance with the statutory provisions.
2. BAMBULAB shall be liable to the Customer in accordance with the statutory provisions in the following cases, regardless of the legal basis:

- (i) In the event of liability under the Product Liability Act;
 - (ii) in cases of intent or fraudulent misrepresentation;
 - (iii) within the framework of fault-based liability in the event of intent and gross negligence;
 - (iv) for injury to life, limb or health;
 - (v) if BAMBULAB has assumed a Guarantee (but only to the extent of the foreseeable damage that was to be prevented by the Guarantee breached);
 - (vi) for default interest (Section 288 (6) sentence 1 German Civil Code) and in all other cases of mandatory liability.
3. In the event of simple negligence, BAMBULAB shall be liable - subject to statutory limitations of liability (e.g., due care in own affairs; insignificant breach of duty) for damages in accordance with the statutory provisions in the event of a culpable breach of so-called cardinal obligations; i.e., material contractual obligation the fulfilment of which is a prerequisite for the proper performance of the Extended Warranty Services and on the observance of which the Customer regularly relies and may rely. In this case, however, BAMBULAB's liability shall be limited to compensation for the foreseeable, typically occurring damage – while Section 13 (2) remains unaffected.
4. In all other respects, claims of the Customer for damages and reimbursement of expenses against BAMBULAB – regardless of the legal basis, in particular in the event of a breach of obligations arising from a contractual relationship or from a pre-contractual contractual relationship (e.g. within the meaning of Section 311 (2) German Civil Code), from Section 311a (2) German Civil Code or from tort – are excluded.
5. **The objection to contributory negligence (e.g., breach of the Customer's duties to cooperate and obligations) remains open.**
6. Insofar as BAMBULAB's liability is limited or excluded in accordance with the above provisions, this shall also apply to the personal liability of BAMBULAB's organs, legal representatives, employees, and vicarious agents.
7. Any statutory liability privileges in favor of BAMBULAB remain unaffected.
8. The above provisions do not imply any change in the burden of proof to the detriment of the Customer.

14. Applicable law and dispute resolution

This Extended Warranty Service is governed by **the laws of the Federal Republic of Germany** with the exception of the United Nations Convention on the International Sale of Goods (CISG). If the Customer is habitually residing in the European Union, it will benefit from any mandatory provisions of the law of the country in which the Customer is resident. Nothing in this Extended

Warranty Service Agreement affect its rights as consumer to rely on such mandatory provisions of local law.

If the Customer is a consumer habitually residing in an EU Member State, the Customer can choose to bring legal proceedings in the EU member state in which he/she is domiciled or in another EU member state, but if BAMBULAB brings legal proceedings, BAMBULAB may only do so in the EU member state in which the Customer is domiciled.

15. General Provisions

BAMBULAB may engage third parties or subcontractors to provide the Extended Warranty Services. **BAMBULAB remains responsible for their performance in accordance with the liability provisions set out in Section 13 (Limitation of Liability), and shall ensure compliance with applicable data protection laws.**

If any provision of these terms and conditions is held invalid by any law, rule, order or regulation of any government, or by the final determination of any court of a competent jurisdiction, such invalidity shall not affect the enforceability of any other provisions not held to be invalid.