



TERMS AND CONDITIONS OF SALE

Thank you for considering a purchase, we will aim to provide you with excellent customer service by following these terms and conditions:

PAYMENT AND DELIVERY

On receipt of payment, we will ship the goods to you. The lead time expected can be found on our website.

GOVERNING LAW

Orders placed with us shall be governed exclusively in accordance with the laws of England, this means that you are protected by statutory rights such as the Consumer Rights Act 2015.

RETURNS

In addition to your statutory rights, if you are not happy with the scanner within 30 days, we will refund you all but the postage costs. To do this please write to us at info@tupel3d.co.uk, with your reason, and we will provide a return address. Upon our receipt of the returned scanner, we will issue the refund. Note that we reserve the right to make a deduction should the goods be damaged - so it's a good idea to keep hold of the original hard case, and re-fit the transit supports when posting.

CUSTOMER SUPPORT, FEEDBACK OR CONCERNS

We hope that you are happy with the product, but in the event of any feedback or concerns that you may have please contact us and we will aim to resolve any issues or concerns promptly.

eMail: info@tupel3d.co.uk Tel: +44 (0) 776 166 5276

WARRANTY

Warranty of the Goods is based on the statutory provisions and is 12 months from the date of sale. Please read our separate Warranty information page for complete terms.

LIMITED LIABILITY

We shall not be held liable for any damages, injury or illness caused by the misuse of the goods. It is the responsibility of the customer, to read the instruction manual carefully along with the instructions given on the downloadable software and ensure that the product is used in a safe and reasonable manner. Misuse includes unauthorised modification or repair to the unit.

FREEDOM OF INFORMATION ACT

UK Data Protection Act 1988. Data relating to you or your organisation may be processed by us as a data controller for the purpose of carrying out our business and will be held securely in confidence.

GENERAL

All orders are subject to these conditions. You shall be deemed to have accepted these conditions on placing the order.



WARRANTY

Your scanner will come with the following warranty:

Your scanner comes with a warranty that lasts 1 year from the date of shipping, during this period we warrant that the equipment will be fully functional when used under normal conditions.

This warranty applies to the main scanner, such as the electronic modules, electric motors, power supply, projector and cameras (the “equipment”) and excludes all software and consumable parts such as the tack pad. Software is subject to a separate warranty under the end user license agreement. This warranty does not cover defects caused by events external to the equipment (including floods, electrical surges or the like). Unauthorised modifications or repairs carried out to the unit will void this warranty.

If your unit seems to be faulty and the warranty has expired, please contact us, we may be able to arrange a repair service at reasonable rates.

To the maximum extent permitted by law, we disclaim all other warranties for the scanner and each of its components, whether those warranties are express, implied, or statutory including warranties of non-infringement, merchantability, and fitness for purpose.

How to make a return

Please contact us at info@tupel3d.co.uk or Tel: +44 (0) 776 166 5276 to tell us the issue you are having with the scanner. If we may be able to resolve the issue remotely, we will offer email, phone or video call support, because this is often the fastest way to get your scanner back up and running.

If your scanner requires repair we will provide a return address. Upon receipt of the scanner we will repair or replace the unit and return it to you.

Please ship the scanner in the same hard case it arrived in, with its transit bar re-fitted.