



Burton Precision Warranty, Support & Return Policy

After-Sales Support

At Burton Precision, we are committed to providing responsive technical support and customer service. Customers may contact support at 3d@bp-3d.com or 616-784-1756. Support is available Monday through Friday. Most support inquiries receive a response within 24 business hours. Remote troubleshooting sessions, video support (when available), and online technical assistance may be scheduled as needed while under warranty.

Manufacturer Warranty Disclaimer

Unless otherwise expressly stated in writing, products sold by Burton Precision are covered under the original manufacturer's warranty program and policies. Burton Precision acts as a reseller, distributor, and support facilitator and does not independently manufacture the equipment sold. Warranty obligations, coverage determinations, and final warranty approvals remain the responsibility of the original equipment manufacturer. Burton Precision does not provide an independent product warranty unless specifically stated in writing. Any installation, repair, modification, or service performed by an unauthorized or untrained person or organization will void warranty coverage.

Burton Precision is not responsible for failures, damage, or additional service requirements caused by unauthorized work, unapproved parts, improper installation, or modifications. Customers must notify Burton Precision of any issue and allow BP or the manufacturer an opportunity to inspect and diagnose the equipment.

Warranty Period

Unless otherwise stated in writing, equipment includes a 12-Month Limited Manufacturer Parts Warranty from the original delivery date to the first End User. Certain consumable and wear-related components may carry shorter warranty periods.

Warranty Coverage

Products sold by Burton Precision may include manufacturer-provided warranty coverage. Burton Precision provides technical support, warranty claim assistance, replacement part facilitation, repair documentation, instructional videos, and manufacturer coordination when applicable, but is not the primary warrantor unless agreed in writing.

Warranty Service: Unless otherwise expressly stated in writing, the manufacturer's standard warranty is



The manufacturer's standard warranty does not include complementary on-site service, travel, labor, installation, calibration, or repair services performed at the customer's facility by Burton Precision. Requested on-site service will be billed at Burton Precision's then-current labor rates plus applicable travel, mileage, lodging, shipping, and related expenses unless otherwise covered under a separate written service agreement.

Consumable Components

Consumable and wear-related items including nozzles, hot ends, filters, belts, tubing, build plates, and similar wear items are excluded from standard warranty coverage unless otherwise stated.

Used & Showroom Equipment

Used, refurbished, demonstration, and showroom systems may include only the remaining transferable balance of the original manufacturer's warranty, if any. Unless expressly stated otherwise in writing, such equipment is sold AS IS without additional warranties.

Extended Warranties

Where available, extended warranty programs remain subject to the terms and conditions established by Burton Precision and/or the manufacturer. Coverage does not expand beyond the specific terms of the applicable extended warranty agreement.

Customer Responsibilities

Customers must operate equipment according to supplied instructions, perform recommended maintenance, use approved materials, allow reasonable troubleshooting assistance, and retain proof of purchase and serial number information. Failure to follow operating procedures or maintenance schedules may void warranty coverage.

Return Policy

Returns may only be authorized for serious manufacturing defects, irreversible hardware failures, or incorrectly shipped equipment. Return requests must be submitted within seven (7) calendar days of delivery and require prior written authorization from Burton Precision.



Cancellations & Refunds

Canceled orders and approved returns may be subject to a 15% administrative/restocking fee, outbound shipping charges, return freight charges, payment processing fees, and any other actual costs incurred.

Warranty Exclusions

Warranty obligations do not cover normal wear and tear, cosmetic damage, shipping damage after delivery, improper handling, misuse, accidents, electrical issues, unauthorized modifications, or use of non-approved parts or consumables. Burton Precision must be notified of any alleged warranty defect before expiration of the applicable warranty period.

Approved Materials and Parts: To maintain eligibility for both the manufacturer's standard warranty and any Burton Precision or manufacturer extended warranty program, customers agree to purchase all printing materials (including filaments, resins, powders, and other consumables), replacement parts, accessories, and maintenance items through Burton Precision or another manufacturer-authorized source. The use of unauthorized, incompatible, counterfeit, modified, or non-approved materials, parts, accessories, or consumables, or any unauthorized repair or modification may void all or part of the manufacturer's standard warranty and any applicable extended warranty if such use caused or contributed to the failure or damage.

Limitation of Liability

Burton Precision shall not be liable for loss of business, profits, production downtime, material loss, indirect, incidental, consequential, or third-party damages. Maximum liability shall not exceed the original purchase price of the product.

Policy Updates

Burton Precision reserves the right to modify or update this Warranty, Support & Return Policy at any time without prior notice.

