



Vizoo GmbH
Johann-Karg-Str. 30
85540 Haar
Germany

www.vizoo3d.com

June 20, 2023

Thank you for purchasing the xTex A4 or xTex A2 scanner!

Please read this information prior to unpacking.

We hope you will enjoy working with xTex, the material scanner *Made in Germany*.

Unpacking and installation:

Before you start, please check the content of the package for completeness. Should parts be missing or are defective, please contact us immediately by phone or mail. Damages that might have occurred during transportation can only be accounted for 10 working days after arrival of the scanner at your location.

Phone: +49 (89) 379 176 44

E-Mail: support@vizoo3d.com

Inside the package, you will find the installation manual for the scanner and the camera. Please follow the instructions to set up the system. Should you face any problems please do not hesitate to contact us.

Manufacturer's Warranty:

From the day of delivery, we grant 12 months of manufacturer warranty for the system.

In case of any defects in materials or workmanship within this period we will repair or change the product free of charge.

Please find the warranty details attached to this letter.

(Optional) Extended Warranty:

12 months after the date of purchase we grant up to 24 months of extended warranty for the system.

The maximum warranty duration is 36 months. This is not included in the standard bundle of xTex and has to be purchased in addition.

Please find the extended warranty details attached to this letter.

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Contact:
Phone: +49 (0) 89 379176 47
e-Mail: info@vizoo3d.com
Web: www.vizoo3d.com

Managing Directors:
Renate Eder, Martin Semsch
Registry Court: Munich HRB 231344
Tax ID: DE292070197

Attachment: Manufacturer Warranty

Terms of Service:

This Vizoo product is warranted by Vizoo GmbH to be free from defects in materials and workmanship for a period of 12 months from the date of purchase. Should this product require warranty service during this period, please contact our support: support@vizoo3d.com

The client is responsible for the proper execution of the inbound transport of the defective device to the Vizoo Service Center in Germany. For transport, please use the original packaging of the device. Please make sure to take pictures of all sides of the box and one picture of the scanner inside the package, to document the current state and packaging prior to the inbound shipment.

Vizoo reserves the right to exchange or repair the product.

This warranty will not cover:

- Modifications to upgrade this product from its normal purpose
- All costs related to inbound shipping to the Vizoo service center, and all risks of transport relating directly or indirectly to the warranty of the product
- Any damage resulting from modifications or adjustments which may be made to the product without the prior written consent of Vizoo

The warranty will not be applicable in the case of:

- Damage caused by misuse including but not limited to failure to use the product for its normal purpose or according to the user instructions on the proper use and maintenance, and to installation or use of the product inconsistent with the safety standards in force in the country where it is used
- Damage caused by accidents including but not limited to lightning, water, fire, misuse or neglect.
- Damage resulting from repairs or adjustments which have been conducted by unauthorized service organizations or persons
- Removal or tear of the warranty seal at the base of the scanner

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Attachment: Extended Warranty

Terms of Service:

This Vizoo product is warranted by Vizoo GmbH to be free from defects in materials and workmanship for a period of up to 24 months, after the manufacturer warranty is expired. Should this product require warranty service during this period, please contact our support: support@vizoo3d.com

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- Any damage resulting from modifications or adjustments which may be made to the product without the prior written consent of Vizoo
- Cameras and lenses by third-party manufacturers, which may or may not be used for the proper usage of the device.

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