WARRANTY PLANS & POLICY
METROLOGY & PROFESSIONAL PRODUCTS
AS OF 2026 (Valid from Jan 1st, 2026)

This Warranty Plan (the "Plan") sets forth the terms and conditions of the commercial warranty provided by the applicable SHINING 3D entity (as specified in the Return Address section below, collectively or separately referred to as the "SHINING 3D") to the professional customer (the "Customer") who has purchased SHINING 3D metrology & professional grade hardware and qualified accessories (the "Product") for professional use. By seeking service under this Plan, the Customer agrees to these terms.

1. Warranty Plan Option at a Glance

	Standard Warranty	SHINING 3D Peace of Mind	Available Regions
Technical support and Self-help knowledge base	✓	✓	Global
Labor and Parts	✓	✓	Global
Embedded Software and Firmware Update[1]	✓	✓	Global
Shipping from Shining 3D to Customer	✓	✓	Global
Shipping from Customer to Shining 3D	⛔	✓	Global
20% Discount of Accessories	⛔	✓	Global
5% Discount on a New Metrology or Professional Scanner	⛔	✓	Global
Hardware Repair Credit or Accidental Damage Coverage depends on scanner model	⛔	✓	Global
Free Access to Shining 3D Metrology Academy & 20-hours/ year Live Consulting	⛔	✓	Global

	Standard Warranty	SHINING 3D Peace of Mind	Available Regions
Priority phone support in Customer's language (Depends on availability)			European Region Only
Metrology Scanners Loaner during Repair			European Region Only (Subject to Availability)
Metrology Scanners Re-certificate			European Region Only
Duration	1 year (Extendable to maximum 3 years)	Up to 5 years (2/3/5 years respectively)	Global

NOTES:
1. Updated embedded software refers to the scanning software for the scanner and does not include standalone software licenses such as EXModel, SHINING3D Inspect, PolyWorks or similar.

2. Standard Warranty

Standard Warranty is automatically included with purchase of any SHINING 3D hardware Product at no additional cost, which covers electrical or mechanical failures due to manufacturing defects during the Warranty Period.

2.1 Commencement Date:

The warranty commences on the Product's activation date. If the activation date is unavailable, it is based on the purchase invoice date. If neither is available, it is based on SHINING 3D's shipment date record.

2.2 Duration:
The Warranty Duration of the Standard Warranty varies by product line as follows:

Product Category	New Product Warranty	Refurbished Product Warranty
Metrology Products	12 Months	6 Months
EinScan Scanners (SE V2 / SP V2)	**24 Months**	6 Months
EinScan Scanners (EinScan Libre, EinScan Medixa, EinScan H2, EinScan Pro 2X V2, EinScan Pro HD)	12 Months	6 Months

2.3 Extension of Standard Warranty:

Standard Warranty is extendable, provided that the total warranty period (standard + extended) shall not exceed three (3) years.
Extension can be purchased (i) at point of sale; or (ii) within 30 days post-purchase, subject to successful remote inspection confirming normal working condition and no damage. Extension of Standard Warranty is not available for EinScan SE V2, EinScan SP V2 and refurbished products.

2.4 Coverage:

- Technical Support: Access to email support, TeamViewer, and self-help knowledge base.
- Labor and Parts: Covers repair costs for manufacturing defects or malfunctions.
- Embedded Software and Firmware Update: Covers the provision of software and firmware updates for the scanner model as long as SHINING 3D maintains official support for that model.
- Shipping: SHINING 3D is responsible for outbound shipping (airport-to-airport or port-to-port, except custom fees, handling, import duties at the Customer destination point, or taxes). Except as otherwise required by mandatory local laws, Customer is responsible for inbound (return) shipping and associated costs for the Products delivered to SHINING 3D after the 30-day DOA period.
- Service Timeline: Services are targeted for completion within 7-14 working days from device receipt.

2.5 Return Material Authorization (RMA) :

- Customers are required to obtain a formal "Return Agreement" from SHINING 3D Customer Service Department by submitting a ticket via SHINING 3D's support website (support.shining3d.com for Metrology products or support.einscan.com for EinScan products) prior to returning any piece of Product for service.
- Products specified in Return Agreement must be shipped out within seven (7) days of issuance. Failure to meet this deadline will necessitate a new Return Agreement, and the warranty status will be reassessed.
- If the entire scanner is replaced, the warranty period for the new scanner shall be the remaining warranty period of the original scanner. If a part is repaired or replaced, the warranty period for that part shall be 90 days from the date of repair or replacement, or the remaining warranty period of the original scanner, whichever is longer.

3. SHINING 3D Peace of Mind Care

The Peace of Mind Care is a premium upgrade offering priority service and enhanced benefits for SHINING 3D Products (the “POM”). **The POM is not applicable to refurbished units, EinScan SE V2, or EinScan SP V2.** Peace of Mind Care can be purchased (i) at point of sale; or (ii) within 30 days post-purchase, subject to successful remote inspection confirming normal working condition and no damage.

3.1 Commencement Date:

The warranty commences on the date of initial product activation. If activation date is unavailable, it is based on the purchase invoice date. If neither is available, it is based on SHINING 3D's shipment date records.

3.2 Duration:

Terms and enhanced benefits of Peace of Mind Care shall be effective from the Commencement Date. The total service duration of Peace of Mind Care is available for up to five (5) years, with a minimum term of two (2) years. Peace of Mind Care supersedes the Standard Warranty starting from the Commencement Date. This ensures that the Product is covered under the enhanced POM terms from its first year of use.

3.3 Coverage:

- Includes all Standard Warranty benefits, plus:
- Two-Way Shipping: SHINING 3D is responsible for both inbound and outbound shipping, except re-export, re-import duties or custom fees.
  A. For returns to SHINING 3D's EU or US office: SHINING 3D will provide a prepaid shipping label. The Customer is responsible for properly packaging the parcel and scheduling the pickup.
  B. For returns to SHINING 3D's Headquarter or Hong Kong office: SHINING 3D will provide either a prepaid shipping label or a DHL/FedEx account number. The Customer must arrange the shipment using the provided method, ensuring that shipping charges are billed to SHINING 3D.
  C. SHINING 3D will not reimburse for shipping charge by unauthorized shipment. Ground shipping is default; expedited shipping is available at Customer expense.
- Priority Service: Front-of-the-queue scheduling for faster resolutions.
- 20% discount for purchasing accessories: Scanning Markers, Power Cords, Data Transfer Cable, Calibration Board or Tools, Batteries.
- 5% discount on a new scanner: A single-use discount code is issued upon the initial purchase of a POM plan for a covered device. The code entitles the purchaser to 5% off one (1) new metrology or professional scanner, and must be redeemed within the active period of that plan. This benefit is limited to one use per covered device, regardless of plan duration.
- Accidental Damage Coverage: Accidental Damage Coverage protects against unexpected and unintentional physical damage from handling, such as drops, spills, liquid submersion, or impacts that impair functionality. Exclusions include: (i) intentional misuse or gross negligence; (ii) operation outside specified environmental conditions (e.g., excessive dust, humidity, or temperature extremes); (iii) use of non-genuine parts, unauthorized accessories, or calibration tools; (iv) improper modifications, disassembly, or repairs by unauthorized parties; or (v) cables, consumables, and wear parts, including measuring tips and probe styli for FreeProbe 2 Pro, FreeProbe 2, and FreeProbe2 (6mm). These items are excluded from Accidental Damage Coverage even if damaged in an otherwise covered accident. If accidental damage occurs and the scanner or its parts need to be returned to SHINING 3D, the Customer shall be only responsible for a fixed Service Fee per incident, which varies by scanner model. SHINING 3D will cover all remaining repair costs.

Products	Service Fee (Europe)	Service Fee (ROW)
FreeScan Combo series, FreeScan UE Pro series, FreeScan Trio, FreeScan UE Nova, OptimScan 5M Plus, AutoScan Inspec2	€500	$500
FreeScan Omni series	€1,000	$1,000

Products	Service Fee (Europe)	Service Fee (ROW)
FreeScan Trak series, OptimScan Q series	€2,000	$2,000
FreeProbe 2 Pro, FreeProbe 2, FreeProbe 2 (6mm)	€300	$300
EinScan Libre	€800	$800

Accidental Damage Coverage is restricted to a maximum of two (2) incidents per twelve-month period. Any repairs exceeding this limit shall be billed separately as standard warranty services, and the Customer shall be invoiced at SHINING 3D's prevailing labor and material rates.

- Hardware Repair Credits: cover non-accidental electrical or mechanical failures of the scanner. SHINING 3D provides a fixed credit per repair, and the customer shall be responsible for any cost exceeding this credit. No refunds will be issued if the actual repair expense is less than the credit amount. This benefit is limited to two (2) repairs per scanner per year.

Products	Credit (Europe)	Credit (ROW)
EinScan Medixa, EinScan Pro 2X V2, EinScan Pro HD, EinScan H2	€300	$300

Ownership of Replaced Parts: Replaced components from any repair or service shall become the exclusive property of SHINING 3D. While the Product (the scanner) will be returned to the Customer following repair or re-certification, all defective or replaced internal parts will be retained by SHINING 3D.

- Free Access to Shining 3D Metrology Academy and Live Consulting: Five named user seats for online Shining 3D metrology Academy courses, plus twenty (20) hours of annual live consulting (shared among the five users) with Shining 3D engineers.
  A. Full Access to Shining 3D Metrology Academy: Customer is granted unlimited online access to the entire Shining 3D metrology academy course for up to five (5) named users per coverage year. This includes all existing content and any new courses or updates added by Shining 3D.
  B. Certificate of Completion: Upon successful completion of the required course assessments, the named users are eligible to receive an official Shining 3D academy certificate, validating their metrology skills and knowledge.
  C. Expert Consulting: The Customer is entitled to twenty (20) hours of remote consulting sessions (via phone or online meeting) per coverage year. This time can be used to address specific questions, review project workflows, or troubleshoot metrology challenges with a Shining 3D application engineer.

- Priority Phone Support **(European Region Only):** Customers receive direct access to priority phone support in their preferred language (depends on availibity) for immediate assistance with technical issues or inquiries. Priority Phone Support is subject to standard business hours in the European Region and availability of language-specific staff.
- Annual Re-certification **(European Region Only)**: The Product is entitled to one (1) re-certification per year to verify compliance with performance specifications throughout the Warranty Term.
- Loaner Unit **(European Region Only)**: If a repair or re-certification is estimated to exceed seven (7) Business Days, SHINING3D Technology GmbH will endeavor to provide a temporary loaner unit within two (2) Business Weeks. Provision is strictly subject to local inventory and provided on a "reasonable commercial efforts" basis only. Shipping and logistics costs for loaner units shall be governed by the standard shipping policies of this Plan.

3.4 Regional Service Limitations:

Benefits marked as "(European Region Only)" are strictly limited to Products located and serviced within the European Union (EU) and designated European territories. SHINING 3D reserves the right to deny such specific benefits for Products located outside these regions, even if a Peace of Mind Care is active.

3.5 Return Material Authorization (RMA): Same as Standard Warranty.

4. Dead on Arrival (DOA)

4.1 Definition and Eligibility
A Product is considered "Dead on Arrival" only if it exhibits a functional hardware failure preventing initial operation within thirty (30) calendar days from the documented date of delivery (the "DOA Period").

The following conditions are mandatory for a valid DOA claim: i) The defect must be verified by SHINING 3D technical diagnostics as a manufacturing fault (mechanical or electrical). ii) The Product must be returned in its original, pristine packaging, including all outer cartons, internal protective materials, accessories, and documentation. iii) No Product may be returned without a formally approved RMA (Return Material Authorization) from SHINING 3D.

4.2 Remedy and Scope
SHINING 3D's sole obligation under this DOA Policy is limited to the repair or replacement, at its discretion, of the defective component. If the scanner unit itself is defective, SHINING 3D will provide a replacement unit of the same model.
Defects in accessories (e.g., cables, power supplies) shall be remedied via supplementary shipment of the specific item only. Such defects do not entitle the Customer to a replacement of the entire scanner unit.

4.3 Logistics and Costs
SHINING 3D will cover standard inbound and outbound freight charges using its designated carriers.

- For returns to SHINING 3D's EU or US office: SHINING 3D will provide a prepaid shipping label. The Customer is responsible for properly packaging the parcel and scheduling the pickup.
- For returns to SHINING 3D's Headquarter: SHINING 3D will provide either a prepaid shipping label or a designated carrier (e.g., DHL, FedEx) account number. The Customer must arrange the shipment using the provided method, ensuring that all shipping charges are billed to SHINING 3D.

The Customer remains responsible for all customs duties, taxes, brokerage fees, and local handling charges.
The Customer is solely responsible for ensuring the Product is securely packaged for transit. SHINING 3D reserves the right to reject DOA claims if the Product sustains damage during return transit due to insufficient packaging. In the event that the DOA packaging fails to meet these requirements, the claim shall be reclassified and processed under the standard RMA procedure for warranty service. SHINING 3D provides standard ground/sea freight. Any requests for expedited or air freight shall be at the Customer's sole expense.

5. Out-of-Warranty

5.1 Scope of Out-of-Warranty Cases
The terms set forth in this section apply to all Products, regardless of whether they are currently covered under a Standard Warranty or a Peace of Mind Care Plan. A Product shall be classified as Out-of-Warranty if any of the following conditions apply:
a) Expiration: The Standard Warranty or POM term has ended.
b) Unauthorized Actions: The Product was purchased from unauthorized sources, or has been disassembled, repaired, or modified by unauthorized parties.
c) Tampering & Loss: The serial number/warranty seal is defaced, or the Product is lost/stolen.
d) Misuse & Accidents: Damage resulting from misuse, neglect, or operation outside specified environmental parameters; including but not limited to drops, impacts, or liquid ingress.

Note: Accidental damage as defined here is excluded from free warranty service, unless the Product is covered by an active POM as specified in Section 3.
e) External Factors: Damage caused by natural disasters or Force Majeure.

5.2 Service Costs and Logistics
For Out-of-Warranty services, the Customer shall assume full financial responsibility for all labor and component/ part costs; all inbound and outbound shipping charges to and from SHINING 3D's service centers (China: Chinese Mainland and Hong Kong, Germany, or USA) and all customs duties, brokerage fees, handling charges, and local taxes.

5.3 RMA & Repair
No Product may be returned for service without a prior, formally approved RMA. Customers must initiate this process by submitting a technical support ticket via SHINING 3D's support website (support.shining3d.com for Metrology products or support.einscan.com for EinScan products). Any unauthorized shipments may be rejected at the Customer's expense.

Once SHINING 3D's technicians have performed the inspection and diagnosis work, the Customer will be issued with an estimate of the repair costs. This estimate will include credit for inspection cost mentioned above. The Customer must provide written approval of the estimate, submit a valid Purchase Order (PO), and complete the payment of the balance before repair work commences or the Product is dispatched.

5.4 Limited Warranty on Repairs
Parts replaced and labor performed during an Out-of-Warranty service are warranted for three (3) months from the date of dispatch, or the remainder of the original Product warranty, whichever is longer. This warranty applies exclusively to the specific components serviced.

SHINING 3D may perform repairs through its technicians or by providing Customer-installable parts. In alignment with industry standards and applicable laws, replacement components may be new or reconditioned genuine SHINING 3D parts tested to meet factory specifications. All defective parts replaced during service shall become the exclusive property of SHINING 3D. Should local regulations mandate the return of replaced items, the Customer agrees to pay the full retail cost of the replacement component in addition to all applicable shipping and handling fees.

6. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, SHINING 3D SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SHINING 3D'S TOTAL AGGREGATE LIABILITY SHALL NOT EXCEED THE TOTAL AMOUNT PAID BY THE Customer FOR THE PRODUCT OR THE WARRANTY PLAN.

7. Governing Law and Dispute Resolution

Any dispute arising from or in connection with this Plan shall be submitted to Shanghai International Economic and Trade Arbitration Commission/Shanghai International Arbitration Center for arbitration. The arbitration shall be held in The China (Shanghai) Pilot Free Trade Zone Court of Arbitration.
The seat of arbitration shall be Shanghai, China.
The arbitral tribunal shall be comprised of a sole arbitrator.
The language to be used in the arbitration shall be English.

The governing law of the Plan shall be the substantive law of the People's Republic of China, without reference to conflict of laws

8. Contact, Support & Service Addresses

8.1 Warranty Service Channel

If a Product malfunctions during the warranty period, the Customer may obtain warranty service from SHINING 3D or from SHINING 3D-authorized resellers/ distributors.

8.2 Primary Support Procedure

For efficient support, the Customer shall first submit a service request through the support website at support.shining3d.com (Metrology grade products) or support.einscan.com (EinScan products) to create a support ticket and track the service status. The Customer may also contact the appropriate support team via the support portal listed above for general inquiries.

8.3 Required Information for Support

The following information is required when submitting a support request:

- The Product model and serial number.
- A copy of the proof of purchase (e.g., receipt, invoice, or bill).

8.4 Service & Return Addresses

For all warranty returns, repairs, and logistics purposes (including DOA returns), the Customer must ship the Product to the designated SHINING 3D service center applicable to their region with the notification and guidance from SHINING 3D Support Engineer.

Hangzhou, China
SHINING 3D Tech Co., Ltd.
No. 1398, Xiangbin Road, Wenyan, Xiaoshan, Hangzhou, Zhejiang, China.

Hong Kong, China
SHINING 3D (HK) COMPANY LIMITED
Room 303A, 3/F, Tower 2, Enterprise Square Phase I, 9 Sheung Yue Road, Kowloon Bay, Kowloon, Hong Kong

California, US
SHINING 3D Technology Inc.
2450 Alvarado St #7, San Leandro, CA 94577

Stuttgart, Germany
SHINING3D Technology GmbH.
Breitwiesenstraße 28, 70565 Stuttgart, Germany