WARRANTY PLANS & POLICY—EINSTAR 2 & EINSTAR ROCKIT AS OF 2025(Valid from Oct 1st 2025)

SHINING 3D is committed to bring to the market products built with the best quality, value and performance. Our products are built to perform with reliability, and within tolerance, during their lifespan.

SHINING 3D is focused on providing competitive plans tailored to fit your needs.

Warranty Plan Option at a glance

	Standard Warranty	SHINING 3D Peace of Mind
Technical support and Self-help knowledge base	✓	✓
Labor and Part	✓	✓
Embedded Software and firmware update[1]	✓	✓
Shipping from SHINING 3D to you[2]	✓	✓
Dead on Arrival (DOA) Replace[3]	✓	✓
Express Replacement[4]	✗	✓
Duration	1 year (Can be extended to maximum 3 years)	Maximum 3 years

1. *Embedded software updated refers to the scanning software to the scanner and do not include standalone software license like EXModel or similar.*
2. *Shipping cost exclude custom brokerage fees, duties, taxes, and VAT.*
3. *It is found to be damaged on within 14 days after arrival.*
4. *Replace a faulty scanner at a reduced cost rather than opting for repairs. For eligible models, the Einstar 2 requires an additional € 300 for replacement, while the Einstar Rockit requires an additional € 350 .*

Note:
Misuse, abuse, wear and tear, environmental or natural disasters, and other unwarranted damages are not covered by any warranty plan.

Standard Warranty

- SHINING 3D warrants for a period of Twelve (12) months “Standard Warranty” for Einstar series.
- SHINING 3D warrants for a period of Six (6) months “Standard Warranty” for refurbished Einstar series and cannot be extended.
- Standard Warranty can only be extended within a 60-day period since the warranty starts to maximum 3 years.

Standard Warranty is automatically included with purchase of any SHINING 3D hardware products at no additional cost. It covers:

a. Scanner fails electrically or mechanically due to manufacturing defects within a period of Twelve (12) months.
b. The failure in electrically or mechanically to the scanners and accessories is not caused by the human factor.
c. The date of commencement of warranty is calculated as follows:
    i. Based on the date of first activation date of the equipment.
    ii. If the user is unable to provide purchase invoices or got no first activation record of the device, it is calculated based on the date of shipment of the equipment recorded in SHINING 3D.
    iii. *If one of the above conditions is not met, there will be Out of Warranty policy.

Standard Warranty includes:

a. Free technical support: email, TeamViewer, and self-help knowledge base
b. Coverage of labor and part costs of repairs due to malfunctioning or defects in manufacturing.
c. Shipping conditions SHINING 3D covers for outbound shipment airport-to-airport or port-to-port, not including custom fees, handling, import duties at the customer destination point. Customer pays for inbound (return) shipping and associated costs, for goods delivered to SHINING 3D, after a grace period of 14 days, part of SHINING 3D’s DOA policy.
d. Service completion target of 7~14 working days from receipt of your device.
e. Customers must request and obtain a “Return Material Authorization” or RMA prior to returning any piece of equipment back for service. This RMA must be obtained from the Customer Service Department of SHINING 3D (Submit the ticket from support.einstar.com).
f. Once RMA is issued, listed unit in RMA must be shipped out in 10 days. Units exceeding 10 days require a new RMA and the warranty status will be recalculated.

*The replaced scanner shall continue to be under warranty for the remaining time of the original Warranty Period. Repaired and replaced parts, for 90 days or the remaining term of your SHINING 3D Standard Warranty, whichever is longer.

SHINING 3D Peace of Mind

With this front-of-the-queue and straight-to-the-experts customer service plan, SHINING 3D provides you peace of mind and faster solutions, allowing you to get the best from your new device.

- It is available for models of Einstar series purchased on or after Sep 1st, 2024.
- Refurbished models are ineligible for purchase and do not qualify for SHINING 3D Peace of Mind coverage.
- Available as an upgrade of the Standard Warranty at point of sales, or within a 60-day period since the warranty starts *. *(*Additional scanner condition check will be required before purchasing the SHINING 3D Peace of Mind after the point of sales.)*

SHINING 3D Peace of Mind covers and includes:

a. All points covered under the Standard Warranty Priority service scheduling.
b. Shipping both ways, inbound and outbound. It excludes re-export, re-import duties or custom fees.
c. 2 years warranty from the warranty start date. It can be renewed before the warranty expired to maximum 2 years plan in total 3 years coverage.
    I. Opt for a reduced-cost replacement of a faulty scanner instead of choosing repairs.
    II. Replacement is limited to the same model and can only be done once per year.
    III. For eligible models, the Einstar 2 requires an additional € 300 for replacement, while the Einstar Rockit requires an additional €350.
    IV. Any parts, scanners that are damaged or replaced become the property of SHINING 3D and cannot be reclaimed by the owner.

SHINING 3D Peace of Mind Duration:

- Peace of Mind extends the one-year Standard Warranty included from the purchase. This means that if something goes wrong after the first year of your 3D scanners' lifespan, it will still be covered under warranty. It covers your Einstar scanner with up to a three-year warranty maximum.

Dead on Arrival (DOA)

SHINING 3D is committed to achieving and maintaining the highest manufacturing and quality standards and controls, but it is the unlikely event that some units may not perform per those standards.

A product will be covered under the **DOA Policy** if:

a. It is found to be damaged within 14 days after arrival.
b. The DOA requests must be approved by SHINING 3D.
c. Scanner or add-ons fail electrically or mechanically due to manufacturing defects within the DOA timescale.
d. Scanner or add-ons has tested to be faulty in the diagnostic test after received within the DOA timescale.
e. The date of commencement of warranty is calculated as follows:
    i. Based on the date of first activation date of the equipment.
    ii. If the user is unable to provide purchase invoices or got no first activation record of the device, it is calculated based on the date of shipment of the equipment recorded in SHINING 3D.
    iii. *If one of the above conditions is not met, there will be “Out of Warranty” policy.

Dead on Arrival (DOA) includes:

a. Free replacement of defective items if a malfunction occurs during the 14-day period after arrival (‘Dead on Arrival’ or DOA). (If the malfunction pertains to the scanner, the unit will be replaced. If the malfunction pertains to an add-on or accessory, only the defective add-on or accessory will be replaced.)
b. Shipping conditions –SHINING 3D covers for inbound and outbound shipment airport-to-airport or port-to-port, not including custom fees, handling, import duties at the customer destination point. A pre-paid shipping label or shipping account will be provided to sending the DOA unit back. SHINING 3D will not reimburse for shipping charge by unauthorized shipment. The default shipment will be the ground shipping, customer can request expedited shipping at their own cost.
c. Customers must request and obtain a “Return Agreement” prior to returning any piece of equipment back for service, or to make arrangements for us to procure a replacement unit. This RMA must be obtained from the Customer Service Department of SHINING 3D (einstar_support@shining3d.com).
d. Customers should return the replaced device within 7 days and offer the tracking number.

Note:

- Missing or damaged items of accessories such as calibration board, power supply will be reissued upon verification, which will not be processed as DOA for replacing the whole unit.
- The returned DOA product needs to be in its original package and should include its outer carton, power supply, USB cable, and other accessories.
- Any missing or damage to the items in the package will result in ineligibility in DOA exchange.

Out of Warranty or damage caused by human

The Under warranty and DOA shall not apply if the defect was caused by any of the following, but covered under **Out of Warranty**, if

a. The purchase date of the scanner has exceeded the one-year Standard Warranty period.
b. The scanner serial number have been removed or erased.
c. The scanner is not purchased from an authorized SHINING 3D reseller.
d. Defects caused by improper use as determined by SHINING 3D authorized engineer.
e. Under warranty does not cover physical damage to the surface of the scanner including but not limited to cracks or scratches on the camera lens, projector.

Service/Repair **Out of Warranty** or damage caused by human:

a. Customer is responsible to pay the repair service of labor and parts.
b. Customer is responsible for inbound and outbound freight charges to have the unit delivered to SHINING 3D's facilities in China/ Hong Kong/ Germany/ USA and get the unit back. Custom fees, handling, import duties at the destination point are excluded.
c. Customers must request and obtain a "Return Material Authorization" or RMA prior to returning any piece of equipment back for service. This RMA must be obtained from the Customer Service Department of SHINING 3D (Submit the ticket from support.einstar.com).
d. 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 above mentioned.
e. Customers must approve the estimate by submitting a new PO and by arranging payment of balance before the unit is repaired and returned to the customer.
f. *The repaired or replaced part will have three (3) months limited warranty from the date of repair.

Parts and Labor

- SHINING 3D may provide both parts and labor but may direct that you replace certain readily install-able parts yourself, as described below.
- In servicing your product, SHINING 3D may use parts or products that are comprised of new and/or previously used SHINING 3D genuine parts and have been tested and passed SHINING 3D functional requirements, subject to applicable laws.
- SHINING 3D will retain the replaced part or product that is exchanged during service as its property, and the replacement part or product will become your property.
- Replaced parts and products are generally repairable and are exchanged or repaired by SHINING 3D for value.
- If applicable law requires SHINING 3D to return a replaced item to you if requested by you, you agree to pay SHINING 3D the retail cost of the replacement item and shipping.

How to contact us?

If the scanner does not function during warranty period, you can obtain warranty service from SHINING 3D, or SHINING 3D approved resellers/distributors.

You can also contact SHINING 3D support team by submit a support ticket from support.einstar.com and track your service.
Please note that the following information will be asked in your first contact with our support:

- The scanner model and serial number (you can find the label on the scanner)
- A copy of receipt, original invoice, or bill of the purchase.

Return Address:

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

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

SHINING 3D Technology GmbH.
Breitwiesenstraße 28, 70565 Stuttgart, Germany

SHINING 3D Extended Warranty and SHINING 3D Peace of Mind Price List

EUROPE € EURO	**Extended Standard Warranty (1 year)**	**Extended Standard Warranty (2 year)**	**SHINING 3D Peace of Mind (1 year)**	**SHINING 3D Peace of Mind (2 year)**
Einstar 2	**180**	**240**	**280**	**340**
Einstar Rockit	**270**	**360**	**370**	**460**

- Extended Standard Warranty (1 year), extend warranty period to in total **2** years.
- Extended Standard Warranty (2 year), extend warranty period to in total **3** years.
- SHINING 3D Peace of Mind (1 year), extend warranty period to in total **2** years with Peace of Mind benefits.
- SHINING 3D Peace of Mind (2 year), extend warranty period to in total **3** years with Peace of Mind benefits.
- Refurbished models are ineligible for purchase and does not qualify for Extended Standard Warranty and SHINING 3D Peace of Mind coverage.