

LIMITED WARRANTY AGREEMENT & COVERAGE TERMS

Prestige Large-Format Direct-to-Film (DTF) Printer

Applicable Models: L2 | XL2 | XL2 PRO | XL3 | XL4

Jurisdiction	United States Only
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Please read this warranty policy carefully to fully understand your rights and obligations.

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SECTION A — INTRODUCTION

DTF Station North America is pleased to offer a limited warranty on the Prestige Direct-to-Film (DTF) Printer. This warranty is provided subject to the terms, conditions, and limitations set forth herein.

As a primary condition of coverage, proper maintenance must be performed in strict accordance with the guidelines specified in the product documentation accompanying your Prestige Printer. Failure to maintain the equipment as required may affect or limit warranty eligibility.

This warranty applies to purchases made within the United States only and is governed by applicable U.S. federal and state laws.

Applicable Models

This warranty applies exclusively to the following Prestige Large-Format DTF Printer models:

L2, XL2, XL2 PRO, XL3, and XL4.

SECTION B — DEFINITIONS

For the purposes of this warranty, the following terms shall have the meanings set forth below:

Term	Definition
"Warrantor"	DTF Station North America, the manufacturer of the Equipment and the sole party providing the limited warranty coverage set forth in this Agreement. All warranty obligations, eligibility determinations, and warranty claim approvals are the exclusive responsibility of DTF Station North America.
"Fulfillment Partner"	DS Logistics, the authorized third-party logistics provider engaged by DTF Station North America to perform warranty-related fulfillment services on its behalf. These services include, without limitation, outbound shipment of Equipment and replacement parts, return shipment processing under the Return Policy (Section H), and the dispatch of warranty replacement components under Section J. DS Logistics acts solely as an agent of DTF Station North America for fulfillment purposes and is not itself a warrantor of the Equipment.
"Owner" / "Customer"	The original end-user purchaser of the Equipment from DTF Station North America or an authorized dealer.
"Equipment" / "Printer"	The Prestige Large-Format DTF Printer model (L2, XL2, XL2 PRO, XL3, or XL4).
"Warranty Period"	The duration during which warranty coverage is active, as determined by the applicable warranty type and fulfillment of required conditions.
"Default Limited Warranty"	A 90-day limited parts warranty that begins automatically upon the date of physical shipment, provided to customers who do not complete On-Site Training.
"General Warranty"	A 12-month (1-year) limited parts warranty for non-consumable components, activated upon completion of On-Site Training and submission of the required forms.
"Conditional Warranty"	An additional 6-month warranty covering up to two (2) printheads, available exclusively to customers who fulfill all On-Site Training and documentation requirements.

"On-Site Training"	Mandatory hands-on training conducted by a DTF Station North America-approved technician at the Owner's facility, covering installation, operation, and maintenance of the Equipment.
"Training Checklist & Warranty Disclosure Form"	The official DTF Station North America form that must be completed and submitted within the required timeframe to activate the General and Conditional warranties.
"Consumable Parts"	Components subject to regular wear, degradation, or contamination during normal operation. See Section D.5 for full definition and scope.
"Non-Consumable Parts"	Components not subject to regular operational wear; covered under the General Warranty for the applicable warranty period.
"Date of Delivery"	The calendar date on which the Equipment is physically delivered to the Owner's location, as evidenced by the carrier's proof-of-delivery record. The Date of Delivery serves as the starting point for the 30-day Return Window described in Section H and for any other time periods in this Agreement that are measured from delivery.
"DOA" (Dead on Arrival)	A unit of Equipment that, upon initial unboxing and setup at the Owner's location, fails to power on or fails to perform its essential functions due to a defect existing at the time of delivery, and where such failure is not attributable to shipping damage, operator error, improper installation, or use of non-approved consumables. A DOA determination is made by DTF Station North America in its reasonable discretion following diagnostic review.
"Authorized Technician"	A technician employed by or certified by DTF Station North America to perform service, installation, and repairs on the Equipment.

SECTION C — SAFETY & REGULATORY COMPLIANCE

DTF Station North America designs and manufactures its Equipment in compliance with applicable safety standards and regulatory requirements for the markets in which the Equipment is sold.

C.1 Safety Certifications

DTF Station North America Equipment has been evaluated and certified under applicable safety and electromagnetic compatibility (EMC) standards where required. A current record of applicable safety and compliance certifications for DTF Station North America products is maintained internally and is available upon written request to info@dtfstation.com.

**Note: Certification records are maintained for reference and regulatory purposes. DTF Station North America does not publish individual certification numbers in customer-facing warranty documentation.*

C.2 Owner's Compliance Obligations

The safety certifications applicable to the Equipment are valid only when the Equipment is installed, operated, and maintained in strict accordance with the specifications and guidelines set forth in the product documentation. Modifications to the Equipment, use of non-approved components or consumables, or operation outside of specified environmental or electrical parameters may void applicable certifications and will void warranty coverage as described in Section I.

C.3 Electrical Compliance

As noted in Section K, item 10, it is the Owner's sole responsibility to ensure that the installation site's electrical infrastructure conforms to the power and electrical specifications published by DTF Station North America. Installation in a non-compliant electrical environment may create safety hazards and will void warranty coverage for any resulting damage or malfunction.

SECTION D — WARRANTY COVERAGE

D.1 Overview of Warranty Types

The Prestige Large-Format DTF Printer is covered under one of three warranty tiers, determined by whether the Owner completes mandatory On-Site Training and submits the required documentation within the applicable timeframe.

Attribute	Default Limited Warranty	General Warranty	Conditional Warranty
Requires On-Site Training	No	Yes (mandatory)	
Requires Form Submission	No	Yes (mandatory)	
How Coverage Activates	Automatically upon shipment	On-Site Training + Training Checklist & Warranty Disclosure Form must be completed within 90 days of shipment	
Starts From	Date of physical shipment		
Coverage Period	90 days	12 months (1 year)	6 months
Covered Parts	Non-consumable parts only		Up to Two (2) Printheads only
Training Deadline	N/A	Must complete within 90 days before Default Limited warranty expires	Same as General Warranty conditions

D.2 Default Limited Warranty

Customers who elect not to complete mandatory On-Site Training will receive the Default Limited Warranty. This warranty provides 90 days of limited parts coverage for non-consumable components, beginning on the date the Equipment is physically shipped from DTF Station North America.

IMPORTANT — No Training Penalty:

The 1-Year General Warranty does not activate automatically. It is available exclusively to customers who complete mandatory On-Site Training and submit all required documentation within 90 days of shipment.

Failure to complete On-Site Training will result in:

- Retaining only the Default Limited Warranty — 90 days of non-consumable parts coverage from the shipment date.
- Conditional Warranty (printhead coverage) is forfeited entirely.

DTF Station North America strongly recommends completing On-Site Training to activate full 12-month warranty coverage.

D.3 General Warranty (1-Year Limited Parts)

Eligibility for the General Warranty is subject to completion of mandatory On-Site Training and submission of all required documentation. Upon fulfillment of these requirements, the warranty shall provide twelve (12) months of limited coverage for non-consumable parts, beginning from the date of physical shipment of the product.

This warranty covers defects in materials and workmanship under normal use and service conditions for all non-consumable components of the Equipment.

D.4 Conditional Warranty — Printhead Coverage (US Only)

In addition to the General Warranty, qualifying customers will receive the Conditional Warranty, which covers up to two (2) printheads for a period of six (6) months, beginning from the date of physical shipment of the product.

To be eligible for the Conditional Warranty, the Owner must satisfy both of the following requirements:

- Complete mandatory On-Site Training conducted by a DTF Station North America-approved technician.
- Submit a fully completed Training Checklist & Warranty Disclosure Form to DTF Station North America. This form must be submitted, and On-Site Training must be completed, within ninety (90) days of Equipment shipment.

** The Conditional Warranty applies exclusively to Prestige Large-Format DTF Printer models: L2, XL2, XL2 PRO, XL3, and XL4 sold in the United States.*

D.5 Definition and Scope of Consumable Parts

Consumable parts are not covered under any tier of the limited parts warranty, as their wear is considered a normal and expected result of operation.

- **Definition:** In DTF printing equipment, consumable parts are defined as components that:
 - Come into direct contact with ink, cleaning solutions, dust, debris, or other operational materials during normal use and maintenance;
 - Are designed to experience natural wear, degradation, or contamination over time; or
 - Require periodic replacement to maintain consistent print quality, system performance, and operational reliability.
- **Scope of Consumable Parts:** Consumable parts include, but are not limited to, the following:
 - Printheads
 - Dampers
 - Capping station components
 - Wiper blades
 - Ink delivery components or cartridges (where applicable)
 - Rollers and filtration components
 - Cleaning and maintenance-related components

** The above list is provided for reference purposes only and is not exhaustive. The classification of consumable parts may vary depending on system configuration and operating conditions.*

NOTE: Maintenance & Consumable Parts

Proper maintenance and timely replacement of Consumable Parts are essential to maintain consistent Equipment performance, prevent damage to Non-Consumable Parts, and ensure safe and stable operation throughout the Warranty Period.

Failure to properly maintain the Equipment or replace Consumable Parts in accordance with the applicable maintenance schedule may result in performance issues and may affect warranty coverage under this Agreement.

DTF Station North America provides Equipment-specific maintenance charts, schedules, and step-by-step procedures through its official online resources. The Owner is responsible for reviewing and following the maintenance procedures applicable to their specific Equipment model.

- **Knowledge Base**

- <https://help.dtfstation.com/portal/en/home>
- Or scan the QR code to access



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- **Quick Start Guides:**

- <https://help.dtfstation.com/portal/en/kb/help-center/quick-start-guides>
- Or scan the QR code to access



SECTION E — WARRANTY EFFECTIVE DATE

The warranty becomes effective based on the warranty type applicable to the Owner, as described in Section D. The specific effective dates are as follows:

Warranty Type	Effective Date	Condition
Default Limited Warranty	Date of physical shipment	Automatically begins upon physical shipment
General Warranty		Training + form submission required within 90 days before standard warranty expires
Conditional Warranty		Same as General Warranty conditions

In addition to completing and submitting the Training Checklist & Warranty Disclosure Form, the Owner must register the Equipment through the official DTF Station North America warranty registration portal. Equipment registration ensures that warranty coverage is formally activated and facilitates access to warranty support and services.

NOTE: Warranty Registration Required

To formally activate warranty coverage and ensure access to warranty support services, the Owner must complete Equipment registration through the DTF Station North America warranty registration portal within ninety (90) days of the Equipment shipment date.

Registration requires the Owner's contact information, proof of purchase, and Equipment serial number.

- **Register Online:** https://qrco.de/my_warranty
- **Or Scan the QR Code to Register:**



SECTION F — MANDATORY ON-SITE TRAINING

Completion of On-Site Training is a prerequisite for activating the General Warranty and Conditional Warranty. This training is designed to ensure that the Owner and their operators are fully equipped to install, operate, and maintain the Prestige Large-Format DTF Printer correctly and safely.

The Owner's responsibilities under this Section F include providing accurate contact information at the time of order and responding to DTF Station North America's outreach communications described in Section F.2.

F.1 Training Requirements

To fulfill the On-Site Training requirement, the Owner must:

1. **Confirm Site Readiness** — Prior to the scheduled On-Site Training date, the Owner must ensure that the installation site is fully prepared for the Equipment, including verification by a licensed electrician that the site's electrical infrastructure conforms to the power and electrical specifications published by DTF Station North America in the product documentation. The Owner must also ensure that adequate space, ventilation, ambient temperature, and humidity conditions are in place as specified in the product documentation. The Owner shall provide written confirmation of site readiness to DTF Station North America at least seven (7) calendar days prior to the scheduled training date.
2. **Schedule On-Site Training** with DTF Station North America or a DTF Station North America-approved technician at the Owner's designated facility.
3. **Ensure that the relevant operators or personnel responsible for operating and maintaining the Equipment are present during the training session.**
4. **Complete all training modules as directed by the DTF Station North America technician, including installation, operation, routine maintenance, and troubleshooting procedures.**
5. **Sign and submit the Training Checklist & Warranty Disclosure Form confirming training completion and acknowledgment of proper equipment usage and maintenance protocols.**

IMPORTANT — Site Readiness & Rescheduled Training Visit Policy:

If, upon arrival, the DTF Station North America-approved technician determines that the installation site does not meet the electrical, environmental, or space requirements specified in the product documentation, the training visit may be rescheduled at the Owner's expense. Any

costs incurred by DTF Station North America as a result of a site that is not ready — including but not limited to technician travel, rescheduling fees, and lodging — shall be the sole responsibility of the Owner. Damage or malfunction arising from non-compliant electrical supply remains excluded from warranty coverage pursuant to Section K, item 10.

F.2 Customer Outreach and Communication

To support timely completion of training and warranty activation requirements, DTF Station North America will proactively contact the Owner following order placement. Initial outreach will occur via the contact information provided by the authorized dealer at the time of order (e.g., email, phone, text, or other available channels), and is intended to:

- Confirm the Owner's awareness that completion of mandatory On-Site Training is a prerequisite for activation of the General Warranty;
- Coordinate the scheduling of the required training session;
- Deliver the Training Checklist & Warranty Disclosure Form and any other required documentation;
- Remind the Owner of the ninety (90) day training and form submission deadline;
- ne; and
- Address any questions or obstacles to warranty activation.

It is the sole responsibility of the Owner to:

- Ensure that the contact information provided to the authorized dealer at the time of order is complete, accurate, and current;
- Monitor the provided contact information (e.g., email, phone, text, or other available channels) for communications from DTF Station North America; and
- Respond promptly to outreach attempts in order to complete training and submit the required documentation within the applicable deadlines.

Failure of the Owner to receive, monitor, or respond to such outreach — whether due to inaccurate or outdated contact information, undelivered or filtered emails, missed telephone calls, change of personnel, or any other reason attributable to the Owner — shall not extend the 90-day training and form submission deadline and shall not entitle the Owner to enhanced or restored warranty coverage.

DTF Station North America's good-faith outreach efforts using the contact information of record shall be deemed sufficient notice for all purposes under this Agreement, and the

Owner expressly waives any claim that warranty coverage was reduced or forfeited due to lack of notice or communication from DTF Station North America.

F.3 Training Deadline

On-Site Training must be completed, and the Training Checklist & Warranty Disclosure Form must be submitted, no later than ninety (90) days from the date of Equipment shipment. Failure to meet this deadline will result in the forfeiture of the General Warranty and Conditional Warranty, and the Owner will remain on the Default Limited Warranty only.

WARNING — Training Deadline:

On-Site Training and Form submission must be completed within 90 days of Equipment shipment to be eligible for the General Warranty and Conditional (Printhead) Warranty. Late submission will permanently reduce coverage to the 90-Day Default Limited Warranty only.

F.4 Training Checklist & Warranty Disclosure Form

The Training Checklist & Warranty Disclosure Form serves as the official record of training completion.

By signing this form, the Owner acknowledges:

- Receipt and review of all relevant training materials;
- Confirmation that the installation site meets the electrical, environmental, and space specifications published by DTF Station North America in the product documentation, including verification of the site's electrical infrastructure by a licensed electrician engaged at the Owner's expense;
- Understanding of proper equipment operation, including ink, film, and powder requirements;
- Understanding of required maintenance procedures and schedules;
- Acknowledgment that damage or malfunction caused by non-compliant electrical supply is excluded from warranty coverage pursuant to Section K, item 10; and
- Awareness of the terms and conditions of this warranty policy.

Completed forms must be submitted to DTF Station North America through the warranty registration portal at: https://qrco.de/my_warranty.

Or Scan the QR Code to Register:



SECTION G — AUTHORIZED DEALER RESPONSIBILITIES

DTF Station North America sells Equipment through a network of authorized dealers within the United States. Authorized dealers are independent businesses and are not employees, agents, or representatives of DTF Station North America for any purpose other than as expressly set forth herein.

G.1 Dealer Locator

A current list of DTF Station North America Authorized Dealers is maintained at:

- <https://dtfstation.com/pages/dealer-locator>



- Or scan the QR code to access:

Owners are encouraged to verify dealer authorization status prior to purchase.

G.2 Dealer Obligations at Point of Sale

Authorized Dealers are required to:

- Accurately represent the warranty tiers, training requirements, and activation conditions to the Owner prior to sale;
- Transmit complete and accurate Owner contact information — including name, email address, telephone number, and Equipment serial number — to DTF Station North America within five (5) business days of the sale date; and
- Inform the Owner of the 90-day training and form submission deadline applicable to their Equipment at the time of purchase.

G.3 Dealer Limitation of Authority

Authorized Dealers are not authorized to modify, expand, or waive any term of this warranty on behalf of DTF Station North America. Any representation by a dealer that expands or

contradicts the warranty terms set forth in this Agreement is not binding on DTF Station North America.

G.4 Dealer Warranty Claims

Warranty claims must be submitted directly to DTF Station North America by the Owner. Authorized Dealers may assist Owners in initiating claims, but DTF Station North America retains sole authority to approve, deny, or fulfill warranty remedies.

SECTION H — RETURN POLICY

H.1 30-Day Return Window

DTF Station North America offers a 30-day return window (the "Return Window") from the Date of Delivery for eligible returns. If the Owner is not satisfied with their purchase for a valid qualifying reason set forth in Section H.2, the Equipment may be returned within the Return Window for a full refund, excluding the shipping costs from the original order.

Refund requests should be directed to the authorized dealer from whom the Equipment was originally purchased. DTF Station North America will work with the applicable dealer to facilitate the refund process.

** The Return Window begins on the Date of Delivery, as defined in Section B.*

H.2 Valid Reasons for Return

The following circumstances constitute valid reasons for return and will be accepted by DTF Station North America:

Reason	Description
Defective Product	The Equipment arrives with manufacturing defects or malfunctions that prevent proper operation. DTF Station North America will accept the return and issue a full refund.
Incorrect Product	The Owner receives a model or configuration different from what was ordered. DTF Station North America will accept the return and issue a full refund.
Shipping Damage	The Equipment is damaged during transit. The Owner must contact DTF Station North America immediately upon discovery. DTF Station North America will arrange a return and issue a full refund.

H.3 Invalid Reasons for Return

Returns will not be accepted for the following reasons:

- **Preference-Based Returns:** Returns based solely on personal preference, aesthetic dissatisfaction, or change of mind (e.g., "I no longer need it" or "I don't like the way it looks") will not be accepted.

- Operator Error: Damage or dissatisfaction resulting from improper installation, setup, or operation by the Owner or their personnel does not constitute a valid return reason.
- Consumable Wear: Performance changes attributable to normal wear of Consumable Parts are not valid grounds for return.

H.4 Return Procedure

To initiate a valid return, the Owner must:

1. Contact DTF Station North America or the authorized dealer from whom the Equipment was purchased within the Return Window (thirty (30) days from the Date of Delivery, as indicated by carrier confirmation).
2. Provide proof of purchase, Equipment serial number, and a description of the issue.
3. Receive a Return Merchandise Authorization (RMA) number from DTF Station North America. Returns without a valid RMA number will not be accepted.
4. Package the Equipment securely in original or equivalent packaging to prevent shipping damage.
5. Ship the Equipment to the address provided by DTF Station North America. DTF Station North America will arrange return shipping for valid qualifying returns.

IMPORTANT — Refund Processing:

Full refund processing will commence only upon DTF Station North America's receipt and confirmation of the returned Equipment. Refunds will not be initiated prior to the return being received at the designated facility.

H.5 Condition of Returned Equipment

To qualify for a full refund, the Equipment must be returned complete — including all original components, accessories, and packaging materials as received. The original shipping crate or protective packaging, where applicable, is strongly recommended for return shipment.

Upon receipt and inspection, if the Equipment is found to have missing parts, additional damage, or is not in its original condition, DTF Station North America reserves the right to modify the refund amount to reflect the condition of the returned unit. DTF Station North America will notify the applicable dealer of any such adjustment prior to processing.

H.6 Return Shipment Timeline

Once refund terms have been agreed upon, the Owner or authorized dealer must ensure that the Equipment is shipped or in active transit within fifteen (15) business days. Proof of shipment or transit status must be provided to DTF Station North America or the applicable dealer upon request. Returns not shipped within this timeframe may be subject to review and could forfeit eligibility for the agreed refund.

SECTION I — CONDITIONS THAT VOID THE WARRANTY

The following actions or conditions will result in the immediate and permanent voiding of all warranty coverage for the Equipment:

I.1 Use of Non-DTF Station North America Approved Consumables

The use of any consumable material — including but not limited to those identified as Consumable Parts in this Agreement — that has not been approved or supplied by DTF Station North America will void all warranty coverage for the Equipment. To maintain warranty validity, the Owner must use exclusively DTF Station North America-approved consumables throughout the Warranty Period.

IMPORTANT:

Using any non-DTF Station North America-approved consumable material — including any third-party Consumable Parts — will immediately void all warranty coverage. Always verify consumable compatibility with DTF Station North America prior to use.

I.2 Ownership Transfer

This warranty is non-transferable and applies exclusively to the original purchaser of the Equipment. Any change in ownership, including resale, transfer, or assignment of the Equipment to a third party, will result in the immediate termination of all warranty coverage.

I.3 Removal or Alteration of Serial Numbers or Labels

Altering, removing, defacing, or tampering with serial numbers, identification labels, or any other identifying marks affixed to the Equipment will void the warranty. Such actions make it impossible to verify the Equipment's authenticity and warranty eligibility.

I.4 Non-Compliance with Maintenance Requirements

Failure to adhere to the recommended maintenance procedures, schedules, and care guidelines as outlined in the product documentation may void the warranty. Proper and timely maintenance is a condition of continued warranty coverage.

I.5 Unauthorized Service or Repair

Any service, repair, modification, or alteration performed by a technician not authorized by DTF Station North America will void all warranty coverage. All warranty-related service must be performed exclusively by Authorized Technicians.

I.6 Summary of Void Conditions

Void Condition	Effect
Use of any non-approved consumable material, including third-party Consumable Parts	All warranty coverage voided immediately
Ownership transfer or resale	All warranty coverage terminated
Serial number/label removal or alteration	All warranty coverage voided
Failure to perform required maintenance	Warranty coverage may be voided
Unauthorized service or repair	All warranty coverage voided

SECTION J — REPAIR AND REPLACEMENT

J.1 Standard Warranty Service Process

In the event the Owner experiences a technical issue with the Equipment during the warranty period, DTF Station North America will work with the Owner to diagnose and resolve the issue. The standard warranty service process is as follows:

1. The owner contacts DTF Station North America technical support to report the issue and initiate a warranty claim.
2. DTF Station North America technicians will provide diagnostic guidance and troubleshooting instructions remotely.
3. If the issue is determined to be covered under warranty, DTF Station North America will authorize the appropriate remedy.

J.2 Replacement Parts

Where a warranty claim is approved and replacement parts are required, DTF Station North America will provide replacement parts under the following terms:

- DTF Station North America technicians will supply written or verbal instructions for the Owner to perform the replacement.
- The Owner is responsible for making reasonable efforts to carry out the replacement as instructed.
- All approved replacement parts will be shipped free of charge via standard ground shipment from DTF Station North America's fulfillment facility in California, United States.
- If the Owner requests expedited or express shipping, additional shipping charges will apply and are the Owner's responsibility.

J.3 Escalated Warranty Remedies

If DTF Station North America is unable to resolve the issue through remote support or replacement parts, DTF Station North America reserves the right, at its sole discretion, to take one or more of the following escalated actions:

On-Site Technician Visit

DTF Station North America may dispatch a qualified Authorized Technician to conduct an on-site visit at the Owner's facility to diagnose and repair the Equipment. On-site technician visits are subject to an additional service fee, which will be communicated to the Owner in advance.

Replacement Equipment (DOA Remedy)

If the Equipment is determined by DTF Station North America to be DOA (Dead on Arrival), as defined in Section B, DTF Station North America may elect, at its sole discretion, to provide a replacement unit of the same Equipment model.

The following conditions apply:

- Replacement is subject to an additional service fee, to be communicated in advance.
- The Owner is required to return the original Equipment to DTF Station North America.
- DTF Station North America will provide a prepaid return shipping label for the original Equipment.
- Replacement Equipment will be shipped only after the original Equipment has been returned and inspected.

** DTF Station North America's selection of the appropriate remedy — remote support, replacement parts, on-site service, or replacement unit — is made at DTF Station North America's sole discretion based on the nature and severity of the issue.*

J.4 Technical Support Hours & Response Commitments

DTF Station North America is committed to providing timely and effective technical support to all owners. The following support commitments apply to warranty-related technical inquiries and claims. Owners seeking assistance outside the applicable Warranty Period are encouraged to contact DTF Station North America — support resources, technical guidance, and service options may still be available, though terms and fees may vary.

1. Technical Support Hours

- DTF Station North America's technical support team is available during the following hours:
- Monday through Friday, 8:00 AM – 5:00 PM Pacific Time (PT)

2. Initial Acknowledgment

- DTF Station North America will acknowledge receipt of all warranty claims and technical support inquiries submitted during business hours within one (1) business day of submission.

3. Target Resolution Timeframes

- DTF Station North America will make commercially reasonable efforts to resolve warranty-related issues in a timely manner based on the nature and severity of the issue.

**Target resolution timeframes represent DTF Station North America's good-faith commitments and do not constitute a guarantee. Actual resolution time may vary depending on parts availability, issue complexity, and Owner cooperation in the diagnostic process.*

4. U.S. Federal Holidays & After-Hours Support

- DTF Station North America observes U.S. federal holidays. Technical support is not available on observed holidays, and response times may be delayed by one (1) or more business days during these periods. A current schedule of observed holidays is maintained at www.dtfstation.com and is subject to change without notice.
- For critical operational failures occurring outside of standard business hours or on observed holidays, Owners are encouraged to submit a support request through DTF Station North America's official support portal at help.dtfstation.com. Submitted requests will be reviewed and prioritized upon the resumption of business hours. DTF Station North America will make commercially reasonable efforts to respond to critical issues as promptly as practicable.

**Response time commitments in this Section J apply to warranty-related support only. DTF Station North America makes no representation regarding response times for non-warranty technical inquiries.*

SECTION K — STANDARD EXCLUSIONS

This limited warranty does not cover, and DTF Station North America shall have no obligation with respect to, defects, damage, or failures arising from or related to any of the following:

#	Exclusion
1	Misuse, improper installation, improper maintenance, neglect, abuse, or any use of the Equipment contrary to the guidelines set forth in the product documentation.
2	Damage incurred during shipping or transit resulting from improper packaging or handling by the Owner or a third-party carrier arranged by the Owner.
3	Use of unsuitable, incompatible, or unauthorized parts, consumables, media, software, peripherals, or accessories. This expressly includes the use of any third-party Consumable Parts or other consumable material not approved or supplied by DTF Station North America.
4	Repairs, modifications, or service performed by any technician or service provider not authorized by DTF Station North America.
5	Damage resulting from operation in environmental conditions outside those specified in the product documentation (e.g., extreme temperature, humidity, or exposure to corrosive environments).
6	Cosmetic damage, including scratches, dents, broken plastic, and similar superficial defects that do not affect the functional operation of the Equipment.
7	Consumable Parts, as defined in this Agreement. To the extent the Equipment is covered by a Conditional Warranty (where applicable under this Agreement), the scope and limits of such Conditional Warranty are set forth in Section D and apply notwithstanding this exclusion.
8	Damage caused by force majeure events, including fire, flood, lightning, earthquake, or other natural disasters.
9	Software issues, firmware modifications not authorized by DTF Station North America, or issues caused by computer viruses or third-party software.
10	Damage, malfunction, or failure caused by inadequate, improper, unstable, or non-compliant electrical supply at the Owner's installation site. DTF Station North America publishes the recommended power and electrical specifications for each Equipment model in the product documentation. It is the Owner's sole responsibility to ensure that the installation site is wired and powered in accordance with those specifications, and to engage a licensed electrician to verify, install, or modify the

electrical infrastructure as required. All costs associated with electrical assessment, installation, modification, inspection, or remediation are the sole responsibility of the Owner and are not covered under this warranty.

Please retain your original proof of purchase, as it is required for all warranty claims. For warranty inquiries or to initiate a claim, please contact DTF Station North America or your authorized dealer.

** This warranty policy is subject to change at DTF Station North America's discretion. Any amendments will be communicated through official DTF Station North America channels.*

SECTION L — DISPUTE RESOLUTION, MANDATORY ARBITRATION, AND WAIVER OF CLASS ACTIONS

L.1 Scope of This Section

The provisions of this Section L apply to all disputes between the Owner ("you") and DTF Station North America. The term "Dispute" encompasses any disagreement, claim, controversy, or legal action between you and DTF Station North America arising from or related to this Agreement (including its formation, performance, or breach), the Equipment, the parties' relationship, or any transaction involving you and DTF Station North America. This includes claims arising in contract, warranty, misrepresentation, fraud, tort, statute, or regulation.

"Dispute" expressly excludes claims relating to: (a) trademark infringement or dilution; (b) patent infringement; (c) copyright infringement or misuse; or (d) trade secret misappropriation (collectively, "IP Claims"). The parties agree that a court of competent jurisdiction, not an arbitrator, shall determine whether a claim constitutes an IP Claim.

L.2 Informal Resolution — 60-Day Period

Before initiating any arbitration proceeding, both parties agree to attempt to resolve any Dispute informally for a period of sixty (60) days following written notice of the Dispute. To notify DTF Station North America of a Dispute, the Owner must send written correspondence to:

DTF Station North America — Legal Department

Email: info@dtfstation.com (Subject line: "ATTN: Legal Department")

Address: 4261 E University Dr, Suite 30-354, Prosper, TX 75078, USA

The notice must include the Owner's name, mailing address, contact information, a description of the Dispute, and the specific remedy sought. Both parties agree to act in good faith during the informal resolution period.

L.3 Binding Arbitration

If no mutually acceptable resolution is reached within the 60-day informal resolution period, either party may initiate binding arbitration. You and DTF Station North America agree to resolve all Disputes exclusively through binding individual arbitration, administered by JAMS under the JAMS Streamlined Arbitration Rules and Procedures (or applicable JAMS consumer dispute rules), excluding any rules permitting class arbitration.

IMPORTANT — Arbitration Notice:

BY AGREEING TO ARBITRATION, YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY TRIAL IN COURT. YOUR RIGHTS TO DISCOVERY AND APPEAL ARE LIMITED COMPARED TO COURT PROCEEDINGS.

This arbitration provision is governed by the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.) and shall remain in effect even after this Agreement terminates.

L.4 Small Claims Court Exception

Notwithstanding the arbitration agreement in Section L.3, either party may elect to pursue an individual action in the small claims court of the applicable state or municipality, provided the claim falls within the court's jurisdictional limits and is brought on an individual (non-class) basis.

L.5 Waiver of Class Actions and Class Arbitrations

Both parties agree to bring Disputes against each other solely in an individual capacity and not as a plaintiff or class member in any purported class action, collective action, or class arbitration. If any court or arbitrator determines that the class action waiver in this section is unenforceable, or if arbitration is ordered to proceed on a class basis, the entire arbitration provision in this Section L shall be null and void.

L.6 Arbitration Procedure

Arbitration shall be conducted by a single impartial arbitrator selected in accordance with the applicable JAMS rules. The arbitrator shall have authority to award all remedies available in a court of law. Arbitration costs may differ from litigation costs, and each party may retain legal counsel at their own expense. The arbitrator's decision is final and binding and may be entered as a judgment in any court of competent jurisdiction. Hearings shall take place in Orange County, California, unless the parties mutually agree to conduct the arbitration by telephone or other remote means.

L.7 30-Day Opt-Out Right

You have the right to opt out of the mandatory binding arbitration and class action waiver provisions in this Section L by sending a written letter to DTF Station North America at the address specified in Section L.2 within thirty (30) days of your acceptance of this Agreement. The opt-out letter must include your name, mailing address, and a clear statement requesting to be excluded from the arbitration and class action waiver provisions. If you opt out, all other terms of this Agreement remain in full force and effect, and DTF Station North America will also not be bound by these arbitration provisions with respect to your claims.

L.8 Amendments to This Section

If DTF Station North America modifies the dispute resolution or class action waiver provisions in this Section L (other than changes to DTF Station North America's contact address), DTF Station North America will seek the Owner's affirmative agreement to the amended terms. If the Owner does not agree to the amendment, the parties agree to resolve Disputes pursuant to the terms of this Section L as they existed at the time the Owner originally agreed to this Agreement (or as provided in Section L.7 if the Owner opted out).

L.9 Severability

If any provision of this Section L is found to be unenforceable, that specific provision shall be severed, and the remaining provisions of this Agreement shall continue in full force and effect. The sole exception is the class action waiver in Section L.5: if that provision is found unenforceable, this entire Section L (and only Section L) shall be void.

SECTION M — DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

M.1 Exclusive Warranty

The warranty and remedies set forth in this document are exclusive and constitute the sole and complete warranty provided by DTF Station North America. THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

Some jurisdictions do not permit the exclusion of implied warranties. In such jurisdictions, the above exclusion may not apply to you, and you may have additional rights under applicable law.

M.2 Exclusion of Consequential and Incidental Damages

IN NO EVENT SHALL DTF STATION NORTH AMERICA OR ITS AFFILIATES, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOST REVENUE, BUSINESS INTERRUPTION, COST OF SUBSTITUTE EQUIPMENT, DOWNTIME COSTS, THIRD-PARTY CLAIMS, OR PROPERTY DAMAGE, ARISING FROM OR RELATED TO THE USE OF OR INABILITY TO USE THE EQUIPMENT, REGARDLESS OF WHETHER SUCH LIABILITY IS BASED ON BREACH OF WARRANTY, CONTRACT, TORT, STATUTE, OR ANY OTHER LEGAL THEORY, AND EVEN IF DTF STATION NORTH AMERICA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not permit the exclusion or limitation of incidental or consequential damages. In such states, the above limitation may not apply to you.

M.3 Maximum Liability

In no event shall DTF Station North America's or its affiliates' total liability to the Owner under or related to this warranty exceed the original retail purchase price paid by the Owner for the Equipment. This limitation applies to all claims in the aggregate, regardless of the form of action.

SECTION N — GENERAL PROVISIONS

N.1 Additional Legal Rights

This limited warranty grants the Owner specific legal rights. The Owner may also have additional rights that vary by jurisdiction. Certain states and jurisdictions do not permit the exclusion or limitation of incidental or consequential damages, or limitations on the duration of implied warranties. In such jurisdictions, the limitations or exclusions contained in this Agreement may not apply in full.

N.2 Governing Law

Except for claims subject to arbitration under Section L, this Agreement shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of laws provisions.

N.3 Jurisdiction

Except for claims subject to arbitration under Section L, the parties agree to submit to the exclusive jurisdiction of the state and federal courts located in Orange County, California, for the resolution of any Dispute.

N.4 Non-Transferability

This warranty is personal to the original purchaser and is non-transferable. It does not extend to any subsequent owner, lessee, or other transferee of the Equipment.

N.5 Entire Agreement

This warranty document, together with any applicable Training Checklist & Warranty Disclosure Form and the product documentation, constitutes the entire agreement between the parties with respect to warranty coverage for the Equipment. It supersedes all prior agreements, representations, and warranties relating to the same subject matter. No statements or representations made by any person or entity other than DTF Station North America, and not expressly included in this Agreement, shall be binding on DTF Station North America.

N.6 Amendment

DTF Station North America reserves the right to amend this warranty policy at any time. Amendments will be communicated through official DTF Station North America channels and will apply to Equipment purchased after the effective date of the amendment, unless otherwise required by law.

N.7 Severability of the Entire Agreement

If any provision of this Agreement (other than Section L, which is governed by its own severability provision in Section L.9) is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect, and the invalid provision shall be reformed to the minimum extent necessary to render it enforceable while preserving the original intent of the parties.

N.8 Contact Information

Company	DTF Station North America
Email	info@dtfstation.com
Warranty Registration	https://qrco.de/my_warranty
Website	www.dtfstation.com
Phone	1-562-573-1117
Address	4261 E University Dr, Suite 30-354, Prosper, TX 75078, USA

SECTION O — PRIVACY & DATA COLLECTION NOTICE

O.1 Data Collected

In connection with the warranty registration process, technical support, and warranty claim fulfillment under this Agreement, DTF Station North America may collect the following categories of information from the Owner:

- Contact information (name, email address, mailing address, telephone number);
- Business information (company name, dealer name, point of purchase);
- Equipment information (model, serial number, purchase date, installation date); and
- Warranty and service records (claim history, training completion status, repair records).

O.2 Use of Data

Information collected in connection with this Agreement is used solely for the following purposes:

- Processing and fulfilling warranty registrations and claims;
- Scheduling and confirming On-Site Training (where applicable);
- Providing technical support and communicating warranty-related notices;
- Maintaining internal warranty and service records;
- Complying with applicable legal obligations; and
- Where the Owner has provided express consent, communicating product updates, promotions, and marketing materials from DTF Station North America.

DTF Station North America does not sell, rent, or trade personal information collected under this Agreement to third parties for their own marketing or commercial purposes.

NOTE — Marketing Communications Notice:

DTF Station North America may use Owner contact information to send product news, updates, and promotional offers only where the Owner has opted in to receive such communications. Owners may withdraw consent at any time by contacting DTF Station North America at info@dtfstation.com or by following the unsubscribe instructions included in any marketing communication. Withdrawal of consent does not affect the processing of information for warranty and support purposes.

O.3 Data Sharing

DTF Station North America may share Owner information with its authorized Fulfillment Partner (DS Logistics) and authorized service technicians solely to the extent necessary to perform warranty fulfillment, parts shipment, or on-site service obligations under this Agreement. Such parties are bound by confidentiality obligations consistent with this Section O.

O.4 Full Privacy Policy

This Section O provides a summary of DTF Station North America's data practices as they relate to this warranty. The complete DTF Station North America Privacy Policy, which governs all data collection, use, storage, and protection practices, is available at:

<https://help.dtfstation.com/portal/en/home>

By registering your Equipment or submitting a warranty claim, the Owner acknowledges and consents to the data collection and use practices described in this Section O and in the DTF Station North America Privacy Policy.

ACKNOWLEDGMENT OF WARRANTY TERMS

By purchasing, registering, installing, or using the Equipment, the Owner acknowledges having received, read, understood, and accepted all terms and conditions set forth in this Limited Warranty Policy, including without limitation the warranty coverage tiers and conditions set forth in Section D, the conditions that void the warranty in Section I, the standard exclusions in Section K, the mandatory binding arbitration agreement and class action waiver in Section L, and the disclaimer of warranties and limitation of liability in Section M.

Digital acceptance of this Limited Warranty Policy is captured through (i) the Owner's completion of the warranty registration process at www.dtfstation.com/warranty-registration, and (ii) where applicable, the Owner's execution of the Training Checklist & Warranty Disclosure Form referenced in Section F. Pursuant to the

federal Electronic Signatures in Global and National Commerce Act (15 U.S.C. §§ 7001 et seq.) and applicable state law, digital acceptance is legally equivalent to a physical signature.

DTF Station North America — Warranty Services Department
info@dtfstation.com | www.dtfstation.com | United States