

Warranty Policy – Custom 3D Masks

Replacement of the product at 50% of its cost, only within the first 15 days after delivery and only for production defects. Applies to every maxillofacial mask custom-built by Digital Strings® and is consistent with the general Terms & Conditions.

Summary

ITEM	CONDITION
What is offered	Replacement of the product at 50% of its cost. There are no cash refunds.
Period	15 calendar days from the delivery date in the Delivery Acceptance Form.
Covered cause	Production defects only, present at the time of delivery.
Not covered	Drops and knocks, third-party modifications, misfit arising from customer-provided data, misuse, improper storage, cosmetic wear, loss or theft.
How to claim	Email info@digistrings.com with photos, within the period. Response within 48 business hours.

This summary is indicative and does not replace the full text of sections 3 and 4, which define coverage and exclusions precisely.

1. Scope

This policy applies to all custom-fit, 3D-printed facial protection masks manufactured by Digital Strings®, including the Maxillofacial line (Nasal, Orbital, Zygomatic, and Mandibular). The customer accepts these terms when signing the **Delivery Acceptance Form** at the time of product handover.

Legal notice

Digital Strings® masks are custom-built protective devices tailored to each patient's individual anatomy. Digital Strings® is not responsible for injuries caused by misuse, unauthorized modifications, or use outside the purpose defined in the manufacturing order.

Use in competition or training must be

authorized by the athlete's treating physician

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2. Replacement period and terms

Digital Strings® offers **replacement of the product at 50% of its cost**, only within the **first 15 (fifteen) calendar days** from the delivery date documented in the signed Delivery Acceptance Form, and only for production defects. After this period, any correction or reprint is quoted as a separate service. **There are no cash refunds.**

3. What the limited replacement covers

The limited 50% replacement covers **production defects only**, present at the time of delivery:

- ✓ **Manufacturing defects** incomplete print, delamination, abnormal porosity, or structural failure not caused by external impact, present at the time of delivery.
- ✓ **Material defects** failure of the biocompatible material attributable to production and present at the time of delivery, under normal use and storage conditions.

4. What the warranty does not cover

The warranty is void in any of these cases:

- × **Third-party modifications** drilling, cutting, sanding, unauthorized painting, or any alteration without Digital Strings® written approval.
- × **Drops, knocks, impacts, or fractures in use** including those occurring during the sports or clinical activity the mask was designed for.
- × **Anatomical misfit** arising from measurements, scans, CT data, or information provided or validated by the customer, or from anatomical changes after delivery.
- × **Misuse** or use outside the clinical-sports purpose defined in the manufacturing order.
- × **Improper storage** exposure to extreme temperatures, harsh solvents or chemicals not recommended in the Care Guide (acetone, thinner, bleach or abrasives), or any condition that degrades the material.
- × **Cosmetic wear** surface scratches or color changes that don't affect protective function.
- × **Loss or theft of the product.**

5. How to request a replacement

1. Email info@digistrings.com within the first 15 days after delivery, describing the issue and attaching photos of the affected product.
2. Our team reviews the case within **48 business hours**.
3. If clinical judgment is required, we coordinate the assessment with the treating physician.
4. **Replacement approved:** we schedule the replacement of the product at **50% of its cost**. Lead time matches the original order.
5. **Replacement denied:** we explain the reason in writing and offer an optional repair quote.
6. The customer must deliver the product physically to Digital Strings® premises. Shipping costs are the customer's responsibility.

Conditions:

- ✓ Present the **signed Delivery Acceptance Form** as proof of purchase date.
- ✓ The product must be delivered physically to Digital Strings® premises.
- ✓ The product must not have been modified by third parties.
- ✓ The claim must be filed **within the first 15 calendar days** of the delivery date.

6. Warranty contact

Email: info@digistrings.com · **Hours:** 9:00 – 18:00 GT · **Response:** within 48 business hours

Edificio Narama, Local 121, 15 Avenida 16-14, Zona 13, Guatemala City, Guatemala.