

# CONCIERGE WORLD

## 1. Concierge World Policy

The Ackuretta Concierge World (“**Service**”) is available to customers for purchase with the Ackuretta 3D Printing Solution. The Ackuretta 3D Printing Solution is a comprehensive offering that includes Ackuretta’s slicing software, printers, post-printing devices, resin materials, and accessories. A Concierge World serial number will be valid for one printer, one washer and one post curing unit combined.

1. Concierge World is a warranty-based service that includes remote installation, onboarding training, and ongoing customer support. It is provided by a dedicated Ackuretta Customer Success Team that is available to customers remotely during the Service period.
2. With proof of purchase of Concierge World, Ackuretta Technologies PVT. LTD (“**Ackuretta**”) warrants the SOL, SOL Plus or DENTIQ printer to be free of defects in workmanship and materials under normal use and conditions for a period of two (2) years from the Concierge World activation date. Shipping and handling fees for replacement parts are covered for the duration of Service. Concierge World is available for customers worldwide, with the exception of the Americas, India and Australia.

## 2. Concierge World Activation Process

### 2.1. Concierge World Certificate

The customer will receive a box with a Concierge World serial number and a QR code. The customer shall scan the QR code to start the registration process.

### 2.2. Activating Concierge World

To activate Concierge World and link it to the product, the customer must complete the following action items listed on the Concierge World Certificate form:

1. Scan the QR code on the Concierge World box.
2. Fill out the registration form using the Concierge World serial number and the product serial numbers.
3. The customer will receive a verification email that confirms the submission was successfully processed and the registration is approved.

Once these steps have been completed, the customer will be able to make use of the Service and receive support for their product(s). The customer will receive a personalized email with all of the information needed to contact their dedicated Customer Success Team. Service can be conducted through a virtual meeting with the Ackuretta Customer Success Agent that can be recorded. Footage can be made available upon request and sent to the customer to review and facilitate the onboarding process. All personal information shared during the remote onboarding process will be kept confidential.

In addition to Concierge World, the customer can create a support ticket at any time through the [Ackuretta User Dashboard](#) if any assistance is required.

## 3. Conditions

### 3.1 Concierge World Timeframe

Concierge World shall begin on the activation date and continue for the duration of the warranty period of each individual product. Service covers SOL, SOL Plus and DENTIQ with a Two-Year Extended Warranty (Refer to our [Warranty Policy](#)), whereas curing ovens and washers have a standard One-Year Limited Warranty. For example, if the customer activates Concierge World for a Complete Printing Solution (printer, washer, and post-curing unit) for the first time on January 1, 2023, the Concierge World will be valid for the printer until January 1, 2025, and until January 1, 2024 for the non-printer devices. If a separate Concierge World is purchased with additional printer(s), the additional printer(s) would carry a separate two-year Service period.

### 3.2 Customer Success Representative Availability

Customer Success Agents are available Monday to Friday in the following languages:

English: 9am to 6pm GMT +1 and 8am to 6pm GMT+8

Spanish: 9am to 4pm GMT -5

French: 9am to 6pm GMT +1 and 9am to 6pm GMT+8

German: 8am to 5pm GMT+8

Please note that time slots are subject to availability.

We reserve the right to restrict direct access in the event of misuse or abuse of the support availability. This includes, but is not limited to:

- Booking an excessive number of meetings without valid cause.
- Repeated cancellations of appointments without valid reasons.
- Scheduling more than three appointments at a time.
- Behavior towards Customer Success Agents that is disrespectful, offensive or inappropriate.

### 3.3 Warranty Service

Consult each individual product's [Warranty Policy pages](#).