

Replacement Policy

For replacement inquiries, please follow the steps below. We want to help you out.

Step 1: Eligibility

VAAPR beds are specifically designed for operation with the Quinly automation technology and are not sold separately. Replacement VAAPR beds are available to purchasers of any Quinly kit.

DAMAGE FROM SCRAPING, SOLVENTS, OR OTHER INFLUENCE

You must be an **active Quinly software subscriber** to be eligible to receive replacement VAAPR beds at the discounted price. Quinly software protects the VAAPR bed from damage and therefore only active subscribers receiving software updates are eligible for the discounted replacement bed.

The replacement VAAPR bed is only offered at the regular price to non Quinly software subscribers for beds with damage resulting from scraping, solvents, or other influence.

LIFETIME WARRANTY - FREE OF MANUFACTURING DEFECT

If at any time the VAAPR bed loses adhesion due to manufacturing defect you are eligible for a replacement bed free of charge.

Step 2: Replacement Process

1. If the bed damage is not visible, destroy the bed by removing it from the printer and carving an "x" across it with a blade. Here is a [bed removal video](#) for assistance.
2. Place a piece of paper with the current date along with your original Quinly order number on the bed.
3. Take a time-stamped photograph or video of the bed damage.
4. Submit the photo with an explanation to support@3DQue.com.

Step 3: Follow Up

We will review your request right away and get back to you within 1-3 business days.

You will receive a link to order a replacement. Prices are as follows:

Status	Price
Manufacturing defect	\$0 USD
Active Quinly Basic Subscriber	\$60 USD
Quinly Kit Purchaser (not on active subscription list)	\$120 USD

Note: Quinly basic software is available for no charge. Active subscribers must be on the software update mailing list.

Once ordered, we will ship out your replacement as soon as we can, and you will receive automated shipping updates through Shopify.

If you have any questions or concerns, please feel free to contact support@3DQue.com.