



Satisfaction Guarantee Refund Request

We are sorry to hear that you didn't find your GeckoTek EZ Stick Build Surface to live up to your expectations. Our goal is to make 3D printing easy and reliable for everyone. The current use of hairspray and gluestick to prevent warping is not going to work if we want a 3D printer in every home. We offer a 100% Money Back Guarantee because we want to remove any barrier you have to trying our EZ Stick Build Surface.

If you are not completely satisfied with your GeckoTek EZ Stick Build Surface for any reason, then follow the directions below and we will refund your 100% of your original purchase price.

Complete the following steps so that we can understand what we could have done better and submit to info@geckotek3d.com.

Step 1: Answer the questions below.

- 1) What specific GeckoTek product did you purchase? Where did you purchase it?
- 2) In what way did your GeckoTek EZ Stick Build Surface fall short of your expectations? Be specific. Include pictures or videos, if applicable.
- 3) What types and brands of filament did you print on your GeckoTek EZ Stick Build Surface?
- 4) If there was a specific part file (.stl) that you were unable to print, please attach it and list the settings (temps, infill, layer height, etc), type of filament, and model of 3D printer.
- 5) Do you have a different surface or technique that you believe is better than GeckoTek products?

Step 2: Provide proof of purchase

Please include a scanned copy of the receipt and/or confirmation email showing the purchase price, shipping location, email address, phone number and method of payment. Supply as much information as possible.

Step 3: Schedule and complete a 5-minute interview with a GeckoTek Customer service representative

We want to know what your problems were. The best way is to have a short, no pressure conversation about what problems you experienced and how we can improve. Provide some dates and times that you are available. GeckoTek offices are open from 9 am-6 pm EST. Other times maybe considered based on availability. Interview can be via phone call, Skype, or Google Hangout. Additional considerations can be made upon request.



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Terms and Conditions

- Failure to completely and thoroughly complete the above steps may result in your refund request being denied.
- Guarantee only applies to GeckoTek EZ Stick products purchased between 4-13-17 and 5-13-17.
- Refund will be processed using your original purchase information only.
- Refund request must be completed within 60 days of purchase or 30 days of the delivery date.
- GeckoTek doesn't take responsibility for quality of the 3D printer, 3D printing materials, file integrity, or related software. Refunds may not be awarded if it is determined that GeckoTek products were not at fault.
- Limit one refund per customer and mailing address.
- Return shipping of the product may be required at GeckoTek's request at no cost to the customer.
- Shipping, handling, customs fees, taxes, etc. are not subject to refund from GeckoTek.
- Inability to use the GeckoTek EZ Stick Build Sheet due to wrong order information or lack of 3D printer is not automatic grounds for refund.
- GeckoTek may require you to perform a number of tests to ensure that the product is working correctly.
- In the event of a defective product, GeckoTek has the right to supply a replacement in place of a refund.
- Damage to products that result from not following directions or non-authorized use of GeckoTek products may result in denial of refund.
- Provided filament type color and diameter can be requested but is based on availability and not guaranteed. A voucher or cash maybe substituted if relevant filament is not available. Filament spool will be 1 lb or greater.
- All forms of refund, filament and additional compensation are provided as-is with no warranty.