Free3Dm Footer Content

# Customer Service

## Shipping & Delivery

Free3Dm ships products internationally, using different courier services such as FedEx, UPS, Canada Post, and International Cargo Services to get your order to you as soon as possible.

Shipping costs are calculated automatically at checkout and are final and non-refundable. Shipping rates depend on location and courier service. Due to increased shipping costs and fuel charges, **we currently do not offer free shipping on any purchases**.

If you are a business looking to place regular or bulk orders, please contact Customer Support for an assessment and quote for reduced shipping costs.

**Canada: +1-800-345-4122  
Hours of operation: 8:00 AM to 6:30 PM (Eastern Time GMT-4)**

**Belgium: +32-454-354-4122  
Hours of operation: 8:00 AM to 6:30 PM (Central European Time GMT+2)**

[**free3dm@customersupport.ca**](mailto:free3dm@customersupport.ca)

### Order Tracking

Once your order is placed, processed, and shipped you will automatically be provided with a tracking number. You will receive an email from Free3Dm confirming your tracking number and order details for your records.

### Lost Order

If an order is lost and not received, contact Free3Dm Customer Support to begin the refund process.

In the case of a lost order, the full order amount and shipping fees will be refunded to you.

## Return Policy

This Return Policy applies to all stocked goods and products on the Free3Dm website.

All 3D printers, printer products, and printer materials can be returned within **14 days** of purchase for a refund. Items must be in new condition and in original packaging. You must provide accurate and current proof of purchase for any product you wish to return. Refunds will be issued to the original payment method within 3 to 5 business days.

All shipping costs are non-refundable.

All shipping costs for returning merchandise to Free3Dm are the responsibility of the customer.

To begin the return and refund process, contact Free3Dm Customer Support.

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## Warranty & Repair Policy

### Within 30 Days

Free3Dm warranties all printers, printer products, and printer materials for the first **30 days** from the date of purchase on the Free3Dm website. If you experience any issues with your 3D printer, printer products, or printer materials within 30 days of purchase, Free3Dm will replace any products that are found to be faulty, free of charge. As the customer, you will be responsible for all return and repair-related shipping fees to the Free3Dm repair facility.

To begin the assessment and repair process, contact Free3Dm Customer Support.

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If your order is found eligible for repair, you will be asked to send the item directly to Free3Dm for repair. As the customer, you will be responsible for all return and repair-related shipping fees. The product will be repaired or replaced and shipped back to you as soon as possible.

### After 30 Days

If a product requires repair or replacement outside of the Free3Dm 30-day warranty, the cost of the repair or replacement will depend on the product and specific issue. In this case, all return, repair, replacement, and shipping fees will be the responsibility of the customer. Contact Free3Dm Customer Support to receive an assessment and repair quote.

## Frequently Asked Questions

### What is 3D printing?

3D printing is the process of creating three-dimensional physical objects from a computer model or digital file. The 3D printer lays down consecutive layers of the printing material until the entire object is created. 3D printing technology allows you to create any geometric shape possible!

A 3D pen operates using a similar concept, but is hand-held and does not require a file, software, or computer to operate. The plastic printing material is pushed through the pen, heated to the appropriate temperature, and leaves the pen in a soft, melted state. This malleable plastic hardens within a few seconds, taking the shape of your structure.

### What types of 3D printers does Free3Dm sell?

Free3Dm sells Fused Deposition Modeling (FDM) printers, Stereolithography (SLA) printers, and 3D Pens.

Fused Deposition Modeling (FDM) Printers

FDM 3D printers work by laying down plastic filament layer by layer onto the print bed of the printer. The spool of plastic filament is stacked into the 3D printer and pushed into the printer to be warmed and melted. The melted filament is expelled from the printer’s nozzle onto the print bed. The nozzle moves in explicit directions based on the computer file it is following. The plastic fiber cools and solidifies on the print bed and another layer is placed by the printer until the print is complete.

FDM printers are commonly used outside of industry manufacturing, however, they are not able to print more complex designs. This makes FDM printers great for printing basic models and simple prototypes.

Free3Dm sells the Creality Ender 3, Ender 3 Pro, Ender 3 V2, and Ender 3 S1 FDM printers.

Source: <https://www.futurelearn.com/info/courses/getting-started-with-digital-manufacturing/0/steps/184102>

Stereolithography (SLA) Printers

SLA 3D printers use lasers or UV light to harden resin into plastic. The printer creates each layer of the print in this way. Once the print is complete, it must be rinsed in isopropyl alcohol (IPA) to remove any uncured resin from the surface of the print. The final product can be sanded and painted for a clean finish.

SLA printers are great for printing high-resolution and extremely accurate prints with fine details. SLA printers are also great for printing functional prototypes, patterns, and tools.

Free3Dm sells the ELEG00 Mars 2 Mono, Mars 3 MSLA, and Saturn S Mono SLA printers.

Source: <https://formlabs.com/blog/ultimate-guide-to-stereolithography-sla-3d-printing/>

3D Pens

3D Pens are hand-held, miniature 3D printers that allow you to create 3D prints in mid-air or on any flat surface, in seconds.

3D Pens can print with both ABS and PLA filaments. The filament is pushed through the pen, heated to the appropriate temperature, and leaves the pen in a soft, melted state. This malleable plastic hardens within a few seconds, taking the shape of your structure.

### What types of material can 3D printers print with?

FDM 3D printers can print with PLA, ABS, PETG, TPE, Nylon (PA), and PC filaments.

SLA 3D printers can print with resin.

### How do I maintain my 3D printer?

Routine preventative maintenance for any 3D printer is very important for extending the life of the printer. Postponing routine maintenance may result in performance and safety issues. The more frequently the printer is used, the more often maintenance checks should be performed. FDM and SLA printers require different types of routine maintenance.

FDM Printer Maintenance

* Routinely dust and clean the outside of the printer and printer bed
* Inspect printer for wear and tear, and re-tighten any loose screws
* Apply lubricant to linear rods and ball bearings (Free3Dm recommends [Super Lube](https://www.super-lube.com/multi-purpose-synthetic-oil-with-syncolon-ptfe-51004))
* Adjust and tighten rubber timing belts
* Routinely clean the printer nozzle with a wire brush

Source: <https://all3dp.com/2/3d-printer-maintenance-fdm-3d-printer/>

SLA Printer Maintenance

* Inspect mirrors and the projector lens for dust or smudges, clean with a damp microfiber cloth or compressed air duster
* Clean the print bed with a cloth between prints

Source: <https://theorthocosmos.com/3d-printer-maintenance-bottom-up/>

### How long will it take to get my order?

Free3Dm ships products internationally, using different courier services such as FedEx, UPS, Canada Post, and International Cargo Services to get your order to you as soon as possible.

The amount of time it takes to receive your order depends on location and courier service.

Once your order is placed, processed, and shipped you will automatically be provided with a tracking number. You will receive an email from Free3Dm confirming your tracking number and order details, for your records.

If your shipment is late or lost, see Free3Dm’s Shipping & Delivery policy.

### What are the shipping rates?

Shipping rates are calculated automatically at checkout and will depend on location and courier service.

See Free3Dm’s Shipping & Delivery policy for more information.

### Where is my order?

Once your order is placed, processed, and shipped you will automatically be provided with a tracking number. You will receive an email from Free3Dm confirming your tracking number and order details, for your records.

If your shipment is late or lost, see Free3Dm’s Shipping & Delivery policy.

### What do I do if my 3D printer is faulty?

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See Free3Dm’s Warranty & Repair Policy for more information.

### What do I do if I need a repair?

If a product requires repair or replacement outside of the Free3Dm 30-day warranty, the cost of the repair or replacement will depend on the product and specific issue. In this case, all return, repair, replacement, and shipping fees will be the responsibility of the customer.

See Free3Dm’s Warranty & Repair Policy for more information and how to receive a quote.

### How much will a repair cost?

The cost of the repair depends on the current warranty status of the product and the nature of the repair.

See Free3Dm’s Warranty & Repair Policy for more information and how to receive a quote.

### Can I pick up my order?

Currently, Free3Dm does not have in-person stores available for pick-up and drop-off of orders. All orders will be placed online, all purchases will be shipped to you, and all returns and repairs must be shipped back to Free3Dm.

# About Us

## Company Details

Free3Dm started as a provider of 3D printers and supplies in Canada and Belgium and has since grown to become one of the best-known providers internationally. We provide our customers with professional and novelty 3D printers, printer products, and accessories for the whole family. Whether you need products, maintenance, or supplies for your professional life or for your personal projects, we are here to help.

Over the years we have expanded our services and now ship internationally.

## Sustainability

At Free3Dm, we strive to provide the best 3D printers, filaments, and accessories to our customers. We also understand how important it is that our products remain sustainable and friendly to the environment.

### Reduce CO2 Emissions

3D printing technology is at the forefront of sustainable manufacturing. 3D printing allows products to easily be created and packaged locally, removing the need for products to be transported multiple times and for excess fuel to be burned in the process. Manufacturing with 3D printing technology causes an immense reduction in transportation costs and emissions. This is an amazing indirect benefit to 3D printing!

### Reduce Production Waste

3D printing reduces the amount of waste created in the production and manufacturing process. 3D printing uses the exact amount of material required to create the product because it builds the product layer by layer. This is a huge difference from other forms of manufacturing that create material waste through milling or laser cutting.

### Use Environmentally Friendly Materials

PLA plastic is a great material to use in 3D printing because it is easy to use, doesn’t emit harsh odors or fumes, and is more environmentally friendly compared to ABS filaments. PLA filaments are created from renewable and natural materials such as corn. PLA can be biologically degraded within a few days in industrial composting conditions.

### Recycle!

As with all plastic production, it is important to recycle and reuse. At Free3Dm, we encourage our customers to do their part in reducing the amount of plastic waste produced, reusing plastic products, and recycling products at the appropriate local recycling facilities.

### Sources

<https://tractus3d.com/knowledge/learn-3d-printing/3d-printing-sustainability/#:~:text=Less%20waste,as%20milling%20or%20laser%20cutting>

<https://www.3dnatives.com/en/pla-filament-230720194/>

# Contact Us

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Free3Dm Canadian Head Office

123 Bay Street., Unit #1

Toronto, Ontario

1A2 3B4

Canada

Free3Dm Belgian Head Office

Hoge-Bruggelaan 2

Ghent

1060

BELGIË

# Bottom links

## Terms & Conditions

Last updated: October 17, 2022

Ensure that you have read the following Terms and Conditions before purchasing and using any Free3Dm products. Your use of the Free3Dm website is conditioned upon your understanding, acceptance, and compliance with the following Terms and Conditions.

If you disagree with any of these Terms and Conditions, you forfeit the right to use our services.

If you want to purchase any product on the Free3Dm website, you will be required to provide information including your name, credit card information, billing address, shipping address, and phone number.

Free3Dm uses third-party services to facilitate the payment processes on the website. By using our website, you are allowing us the right to supply your information to these third-party services. Refer to our Privacy Policy for more information about what information is collected, how it is shared, and how it is stored.

Free3Dm, its directors, employees, partners, or suppliers are in no way liable for any damages or other losses due to the use of our products or services.

The Terms and Conditions outlined here constitute an agreement. We retain the right to edit or replace these Terms and Conditions at any time.

### Intellectual Property and Confidentiality

All copyright, trademark, and other intellectual property rights on the Free3Dm website or printed content shall always remain the sole and exclusive property of Free3Dm. Customers or other third parties have no right or interest to take or copy content from Free3Dm, except for the right to access and use Free3Dm’s services. Customers or third parties shall not copy, modify, reverse engineer, or create derivative works from the web or print content of Free3Dm.

The Free3Dm brand and e-commerce website was created for educational purposes.

Contact us if you have any questions about these Terms and Conditions.

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## Privacy Policy

This Privacy Policy contains information about the types of information that Free3Dm collects and records, and how we use it to create the best shopping experience for you.

### Information Collected

The Free3Dm website uses cookies to store information about your preferences and the pages visited within the website. Free3Dm stores and uses this information to optimize your shopping experience and customize website content based on your preferences and browser type. Free3Dm also uses cookies to remember your account details and previous orders. You can choose to disable cookies through your individual browser settings.

When you create an account and make a purchase through the Free3Dm website, your name, shipping and billing address, email address, phone number, and order details are collected. Free3Dm uses this information to identify you, process your transactions, and successfully place and ship your order.

### Information Shared

Free3Dm partners with third-party ad servers. These servers use cookies and automatically receive your IP address. This is done to personalize the advertising content that is presented to you on the websites that you visit. You can choose to disable cookies through your individual browser settings.

### Information Stored

Free3Dm follows industry standards when it comes to storing and keeping your information safe. Free3Dm has information security management systems in place to protect confidential customer information, such as order details and financial information. To ensure these standards are kept in place, Free3Dm conducts yearly third-party audits to ensure that the handling of your private information aligns with industry standards.

However, no method of electronic information transmission and storage is 100% secure. When you agree to use Free3Dm’s online services, you agree to this risk.

Contact us if you have any questions about this Privacy Policy.

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### Sources

<https://www.privacypolicies.com/blog/privacy-policy-template/>

## Sitemap

# Other text

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We accept [transaction method logos]

# Bottom text

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The Free3Dm brand and e-commerce website was created for educational purposes.