



Customer Success Plans



Your Markforged printer is engineered for reliability and designed to help you manufacture high quality parts at low cost. Markforged Customer Success plans are designed to help you make the most of your investment.

Why Purchase a Customer Success Plan?

- Minimize downtime.
 - Prioritized support- faster response times.*
 - Priority shipping and inventory priority for replacement parts
 - No delays due to internal purchasing procedures- it's covered
- Control costs.
 - Consumable parts are covered –no surprise expenses**
 - Discounts on materials for lower costs per part
- Get expert advice.
 - 2 hours of phone time with an engineering expert can help you innovate and get into production that much faster.



Faster Response Times

Success Plan customers receive priority support.

Markforged reseller partners, are highly trained and backed by our own Markforged support team. Priority support procedures for success plan customers means:

We are here to support your Reseller from 9am-6pm EST

First Response within 2 hours

Parts Shipped priority- overnight where available

Inventory prioritized for Success Plan Customers



Parts you need when you need them

Replacement Parts are covered and expedited.

Markforged printers are manufactured to the highest standards, but we know that with heavy use parts can wear out or be accidentally damaged. With a Customer Success Plan- you're covered! Consumables like printer heads, moving parts like fans, stressed parts that become damaged... are all priority shipped so you are up and running as fast as possible. This extensive parts coverage means no unplanned expenses and eliminates going through lengthy purchasing procedures if you have a problem.



Parts you need when you need them

Markforged engineers will consult directly with your engineers on your project.

Incorporating new technology into your manufacturing process can take time, there's no reason to go it alone. Our experienced applications engineers can provide guidance on anything from fiber selection to print time optimization.

Success plans include up to two one- hour calls per year with an Applications Engineer for critical feedback and guidance specific to your applications.



Lower your Costs per Part

Discounted materials are available.

Plan your materials use and buy in bulk, reducing cost per part. Success Plans include discounts not available otherwise.

Additional information on Customer success plans including specific parts covered, can be found @markforged.com/support or by contacting your local Reseller.

**First line of support is provided by trained Markforged value added reseller (VAR) partners. Markforged employees provide tier two support.*

***Materials are not included in customer success plans*

