



Hi Everyone,

In the recent dispute / discussion on the two (2) batches of 1.75MM PLA filament which I have sold to TEAMA Covid-19 Group / Adrian Wong^[1], based on the feedback and our investigations over the weekend, we found out that **our filaments are printer specific, particularly works well with direct drive printers like Artillery X1, Snapmaker, Prusa, Modified printer of direct drive from existing Bowden drive system, and in some cases Bowden-drive printer (like CR10, CR10S Pro, Ender 3 and Ender 3 Pro).**

After discussing with my management team, we will be **offering the return and refund program under special case for:**

1. **For any unopened and sealed PLA filament for TEAMA Group / Adrian Wong** subject to the terms and conditions stated in <https://www.morphlab3d.com/return-refund-exchange>.
2. **For opened and balanced filament, in order not to waste these resources, we will work with TEAMA Covid-19 Group / Adrian Wong to redirect these filaments to those that can print successfully.** We will provide technical support not limited to printer configurations for them at zero charges until all the filaments are properly used up with minimal wastage.

For this case, due to the logistics and complexities involved amplified by the MCO restrictions such as roadblocks:

1. **The refund tenure is extended from 7 days to a maximum of 30 days for this case.**
2. The return and refund process **takes approximately 2-3 days maximum** for integrity and quality claims per returning arrival.
3. For the safety of both sides, **the refund will be strictly bank transfers for capturing the transactions for accountability.**
4. Pick-up location for the unopened and sealed PLA filament will be the same location where it got picked up.
5. Any communications can be done via email at inquiry@morphlab3d.com.

Pick-up location for the returned 3D filament will be the same location where it got picked up.

TEAMA Covid-19 Group / Adrian Wong bought a total of **158 rolls of PLA filament** from us in April (76 rolls on 03 April 2020 and 82 rolls of 14 April 2020) with the total value of **RM 14,168.00**.

I sincerely apologies for my emotional defensive conversations that happened in the incident due to the rapid and consistent emotional aggressiveness targeted against me. I wish to let everyone know that I'm a reseller for this OEM PLA filament for nearly 6 years. Like others in the Makers' communities, I too want to contribute to Malaysia in this desperate moment. Let's not get emotional please and let us fulfill the needs of the many objectively.

Thank you and please stay safe, everyone!

Regards,

Kelvin Cheok

Morphlab Enterprise Founder

[1] - Post located at in post:

<https://www.facebook.com/photo.php?fbid=10159642393757892&set=gm.3122296467832607&type=3>