

Conditions of the 5 year Tamron Europe GmbH manufacturer's guarantee

Those customers who are resident in the United Kingdom (UK) and who have successfully registered their newly purchased Tamron product within 2 months of the purchase date have a right to claim the extended guarantee cover.

This guarantee is only valid within the UK and is not transferable. It only applies to new products purchased in the UK (legally imported into the EU).

Any faulty product should be sent back to the manufacturer's official UK importer: (postage paid by the sender). The guarantee is exclusively provided by our Tamron Service Department, Intro 2020 Ltd, Priors Way, Maidenhead, Berkshire SL6 2HP. Please ensure that you provide a sufficient level of insurance and packaging. Products can only be returned to addresses in the UK. Should we determine that there is no entitlement to guarantee cover then we will prepare a cost estimate for the repair.

If a repair is required, we kindly ask you to send the product to our service department. We are only able to fulfil extended guarantee claims when the product has been sent back to us together with a copy of the relevant sales receipt and the registration confirmation, as well as a full and precise description of the problem. The date on the sales receipt is decisive.

The guarantee will become null and void if the serial number has been removed or made unreadable.

TAMRON Europe GmbH Cologne's UK agent: ("INTRO 2020") assumes the following obligations for the TAMRON product you have purchased in the UK:

1. If Intro 2020 are notified of a production-related defect within 5 years of the purchase date (from 01.04.2010), Intro 2020 will repair the product free of charge or, if required, replace it with a defect-free product.
2. Guarantee claims for calibrating the sharpness and sharpness settings are only valid for the camera model registered with us because these characteristics may vary under certain circumstances when using other models.
3. This guarantee excludes the repair of defects caused by (intentional or unintentional) operating errors (see operating instructions), improper treatment of the product or changes to the product. This includes the misuse of the product for other purposes, improper repairs/service interventions carried out by third parties not authorised by TAMRON or incorrect storage and use under extreme conditions. Defects caused by external forces such as dropping, impact, sand, dirt, liquid or improper transport are also not covered by this guarantee. The same is also true when parts are placed under particular stress under proper use and become worn as a result.
4. No claims can be made that go above and beyond or are excluded by our General Terms & Conditions, particularly claims for compensation for consequential damage of any kind (e.g. loss of earnings, battery replacement, replacement film due to incorrect exposure, compensation for film development costs, photographer fees/travel costs etc.). Should other non-excludable statutory regulations exist beyond these conditions then these remain unaffected.
5. Guarantees and commitments provided by third parties that go above and beyond those guarantees and product characteristics issued by TAMRON themselves are not obligatory for TAMRON unless they have been expressly confirmed by TAMRON.
6. This guarantee is an extension to existing statutory regulations and does not in any way restrict the customer's existing rights.

7. If one of the named conditions of the guarantee becomes invalid due to statutory regulations, the remaining conditions continue to remain in force.

Customers agree when registering that their data will be saved by Tamron Europe GmbH. This data will not be passed on to third parties.

This confirmation is only valid when you comply with the above named conditions.

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