

Repair Conditions

1. TAMRON issues a guarantee for the repair work for a period of six months, respectively twelve months for charged repairs, starting from the date the repair work on the product is completed. This guarantee covers the resolution of any problems with the repair work. Additional claims, particularly for damages due to tortious liability or for a positive breach of contract, as well as claims for consequential damages, are excluded. There is no entitlement for problems with the repair work to be resolved under this guarantee if the device has been handled improperly, repaired by a third party or if a corresponding attempt has already been made.
2. Within 2 years of the date of purchase, it is not possible to resolve any material defects that may have occurred free of charge without the purchase receipt being provided by the customer. From the third to the fifth year, the certificate issued for successfully registering for the 5 year warranty is also required.
3. The cost estimate is based on empirical values for the labour costs. In certain circumstances, it is only possible to determine whether material costs apply during the repair itself. The customer is also obligated to pay the repair costs if the final charge only exceeds the cost estimate by 15%. As soon as the increased costs become clear, TAMRON will immediately notify the customer about the change and specify the new value of the cost estimate. If the customer does not issue an order at the increased price on the new cost estimate, TAMRON is entitled to invoice the costs incurred up to this point.
Please note: If the repair is not carried out, we charge € 22 plus VAT for preparing a cost estimate for Tamron lenses.
4. Payment of the repair costs or the verification costs is to be paid by cash on collection, by cash on delivery via the post office or by prepayment. All banking fees are to be borne by the customer.
5. There are no discounts for the repair costs.
6. The delivery of the product requiring repair to Tamron is carried out at the cost and risk of the customer.
7. The customer must immediately check the repaired product after it has been received. If the product displays any faults, the customer must immediately notify Tamron in writing.

8. The place of performance and jurisdiction is Cologne.

Please note: In the event that repaired products need to be shipped abroad, customs duties and import levies may be applied in the destination country. These charges are always the responsibility of the recipient. Contact your customs office to find out about any duties or levies that may be applied.

As of April 2018