

TAMRON Warranty Terms

TAMRON Europe GmbH Köln, hereinafter referred to as TAMRON, assumes the following obligations for the product it imports to Germany or Austria:

1. If TAMRON is notified of a production related defect within two years of the date of purchase, TAMRON shall repair the product free of charge or replace it with a defect-free product if necessary. If the product is replaced, the date of purchase shall continue to be decisive for the warranty period.
2. Material defects within the meaning of this warranty shall not be defects which occur (intentionally or unintentionally) as a result of tampering by unauthorized persons, improper handling, excessive use, improper use, improper repairs or service interventions by third parties not authorized by TAMRON, modifications to the product or external force such as impact or fall. The same applies if parts are subject to particular wear and tear within the scope of proper use. Defects caused by sand, dirt, moisture, liquids or improper transport are also not covered by this warranty.
If a material defect is excluded, a written cost estimate will be prepared, which will be invoiced at € 22 plus VAT in the event of rejection (see also repair conditions on our website.)
3. No claims can be derived from this guarantee which go beyond this and are excluded according to our general terms and conditions. This applies in particular to claims for compensation for consequential costs of any kind (e.g. loss of earnings, photographer's fees, reimbursement of travel expenses, battery replacement, etc.). Should other non-excludable statutory regulations exist, these remain unaffected.
4. Additional costs within the framework of this warranty that result from the fact that the product was taken abroad after purchase, will not be assumed by TAMRON as part of this warranty.
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. If service provision is required, we kindly ask you to send the product to us either via your dealer or directly to us. We are only able to fulfill warranty claims when the product has been sent back to us together with a copy of the relevant purchase receipt and a description of the problem that is as precise as possible. Information about our service can also be found on our website.

As of August 2020