

RICOH

imagine. change.

WARRANTY POLICY

We, RICOH International B.V. (R.I.B.V), warrant all our FA lenses and accessories to be free from defects in material and workmanship for a period of three (3) year from the date of shipment from R.I.B.V.

If the instrument fails due to a defect in material or workmanship within on (3) year from the date of shipment, R.I.B.V will repair or replace the products (at R.I.B.V's option) at no charge to you.

Normal wear and damage to the products caused by misuse, improper installation or hook-up, abnormal conditions of operation, alteration or servicing by unauthorized parties, negligence, fire, accident, and or liquid damage, Acts of God, or other casualties are not covered by warranty and such repairs will be billed to you after approval of a cost estimate.

R.I.B.V's sole responsibility is as set forth above. R.I.B.V shall not be liable for any consequential or incidental damages whether caused by a defect in material or workmanship.

WARRANTY PROCEDURE

All our FA lenses and accessories which proves defective during the said warranty period should be returned to R.I.B.V, with postage or freight paid. It will take a considerable length of time before the instrument can be returned to you owing to the complicated customs procedures required.

If the instrument is covered by warranty, R.I.B.V will repair or replace the instrument (at R.I.B.V's option) at no charge to you, and the instrument will be returned to you upon completion of servicing. If the product is not covered by warranty, regular charges of R.I.B.V will apply. Shipping charges are to be borne by you.

If you wish to have the product serviced by R.I.B.V's authorized representatives whether during the warranty period, regular handling and servicing fees may be charged by the R.I.B.V's authorized representatives. Notwithstanding this, the instrument returned to R.I.B.V will be serviced free of charge according to this procedure and warranty policy.