



KAHLES

WARRANTY / SERVICE CERTIFICATE

WARRANTY & SERVICE CONDITIONS

(excl. USA and CANADA)

1. Introduction

Our products are high-quality optical instruments engineered for the highest level of precision, accuracy, and durability. This is a voluntary guarantee provided by the manufacturer and applies to products purchased outside of the United States and Canada. It does not replace, limit or affect any mandatory statutory warranty rights under applicable consumer protection law, in particular under EU consumer sales legislation. We are fully committed to maintaining the highest quality standards, ensuring long-term reliability of purchased products to every customer.

2. Warranty Coverage

From the date of purchase, the following warranty periods apply:

- ◆ Optical instruments with manufacturer's warranty (contractual) of 5 years and voluntary goodwill service of additional 5 years (without legal entitlement).
- ◆ Electronic / Illumination components with manufacturer's warranty of 2 years.

During the manufacturer's warranty period, both material costs and labour costs are covered in full. At the discretion of the manufacturer, a defective product may be repaired or replaced with a product of equal or better value. During the goodwill period, repairs are provided as a voluntary service without legal entitlement.

3. Limitations and Exclusions

The warranty does not cover:

- ◆ Damage caused by improper, unintended, or negligent use.
- ◆ Direct or indirect consequential damage arising from defects in the product.
- ◆ Cosmetic damage not affecting the optical or mechanical performance of the product.
- ◆ Components subject to natural wear and tear, including eyecups, carrying straps, cases, external armouring, etc.

Any exclusion or limitation of liability does not apply where liability is mandatory under applicable law, in particular in cases of intent, gross negligence, or injury to life, body or health. This warranty is void only to the extent that a defect is attributable to improper servicing, repair or modification. If product lines or components have changed or been discontinued, the manufacturer reserves the right to repair the defective product or replace it with a product of equal or better value.

4. Transferability

If the product has been registered, this warranty is fully transferable to subsequent owners of the product. No re-registration is required upon transfer of ownership, provided the original warranty / service certificate or proof of purchase accompanies the product. Subsequent owners are entitled to the same warranty coverage and goodwill services as the original purchaser, subject to the remaining period applicable at the time of transfer.

5. Warranty Requirements

This voluntary warranty is only valid when either of the following can be presented:

- ◆ The original warranty / service certificate, correctly completed, dated, stamped, and signed by an authorised dealer on the day of purchase, or
- ◆ A valid proof of purchase (invoice or receipt) for the product.

Customers are encouraged, but not required, to register their product online (please visit kahles.at). Registration may expedite service processing and assists with warranty administration. Customers are strongly advised to retain the original warranty / service certificate and proof of purchase to ensure efficient handling of any future service or warranty requests. Products submitted without the required documentation will be repaired and the respective costs charged to the customer.

6. Service Process

To make a voluntary warranty claim or have a product serviced or repaired, the product must be presented together with the completed original warranty / service certificate or proof of purchase to an authorised dealer or sent carriage-paid directly to the manufacturer. Products submitted without the required documentation will be repaired and the respective costs charged to the customer.

7. Shipping and Costs

For approved warranty and goodwill repairs, the return shipment of the product is free of charge using an insured shipment method of the manufacturer's choice. For all other repairs, shipping costs will be charged to the customer.

For international shipments, any applicable customs duties, taxes, or other fiscal charges are the sole responsibility of the recipient, unless mandatory consumer protection law states otherwise.

8. Legal Information

The place of jurisdiction is the applicable court for Guntramsdorf, Austria. Austrian law applies. For consumers, this choice of law applies only insofar as it does not deprive them of the protection awarded by mandatory provisions of the law of their country of residence. Any agreed place of jurisdiction applies only to the extent permitted by applicable consumer protection law. Where statutory warranties exist in individual countries, services may be performed by the relevant importer or authorised dealer. This does not affect the purchaser's rights against the manufacturer as the guarantor. The manufacturer shall be liable in accordance with applicable statutory provisions. Any limitation of liability does not apply where liability is mandatory, in particular in cases of intent, gross negligence, or injury to life, body, or health. We reserve the right to make changes regarding design and delivery, provided such changes do not affect agreed product characteristics. No liability is accepted for printing errors.

9. Remarks for the United States of America and Canada

For warranty claims regarding all products purchased in the United States or Canada, the only authorised warranty service is through Swarovski Optik North America Ltd. For further information, please call 1-800-426-3089.

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Serial Number

Purchase Date

Dealer

This document combines warranty terms from KAHLES Gesellschaft m.b.H., Guntramsdorf, Austria and Swarovski-Optik AG & Co KG., Absam, Austria.
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terms in other languages.

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