



Warranty

All Kowa spotting scopes, binoculars, or other optical products sold through a United States or Canadian authorized Kowa dealer come with a Limited Lifetime Warranty*. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Your Kowa spotting scope, binocular, or other optical product is warranted to be free of defects in material and workmanship for the lifetime of the product. This Limited Lifetime Warranty* is an expression of our confidence in the materials and mechanical workmanship of our optical products and ensures you with many years of convenient, dependable service. In the event of a defect covered under this warranty, the Company, at its discretion, will repair or replace the product free of charge. This warranty does not cover damage or other defects caused by misuse or improper handling, installation, or maintenance of the product.

This warranty is subject to the following terms and limitations:

1. Warranty coverage begins on the date of purchase. In order for your warranty to be valid, the enclosed warranty card must be mailed to Kowa Optimed, Inc.
2. This warranty will be null and void if repairs are attempted on the product other than by Kowa or if the product has been subjected to misuse or improper handling, installation, or maintenance.
3. This warranty is given exclusively by Kowa and not by the dealer from whom you purchased the product.
4. Wearing parts, such as but not limited to carrying straps, protective caps, rubber eyecups, rubber armoring, cases, batteries, etc. are not covered under this warranty.

Service Procedure

Please call our office to receive an RMA (return merchandise authorization) number before shipping the product to Kowa. All packages without an RMA number will be refused. When packing the product, be sure to write the RMA number on the outside of the box where it can be easily seen. Also be sure to provide your full name, complete return shipping address, a daytime phone number where you can be reached, and the reason for returning the product. Kowa recommends that you ship the product via UPS fully insured to ensure the ability to track the parcel. **Kowa is not responsible for damaged or lost packages or for shipping costs associated with the product being shipped to Kowa.**

Upon receipt, you will be contacted by phone to notify you if the repairs will be performed under warranty or if there will be a charge associated with the repair. Usual turn around time for repairs is approximately 10 business days (pending receipt of payment and availability of parts). You will be notified if parts are in stock or if they have to be ordered.

All billable repairs must be paid in full prior to shipment. Billable repairs are subject to return shipping charges via UPS Ground. Expedited return shipping is available at a higher cost. We accept Visa, MasterCard, money orders, and checks. Checks and money orders may be sent to the address below. Any checks in payment of repairs must clear the bank prior to the product being shipped.

Please ship your Kowa product to:

Kowa Optimed, Inc.
Attn: Sporting Optics Service Department
RMA #:
20001 S. Vermont Ave.
Torrance, CA 90502

Please contact us toll free at 1-800-966-5692 if you have any questions.

**We guarantee the availability of parts and/or service for 10 years after the production of the product ends. After this 10 year period, parts and/or service are subject to availability.*