

# A BETTER VIEW OF THE WORLD

**The Warranty Procedure**  
of Meopta - optika, s.r.o.



[www.meopta.com](http://www.meopta.com)



**The Warranty Procedure of Meopta - optika, s.r.o., ID No.: 47677023, having its registered office at Kabelíkova 1, Přerov, Postcode 750 02, Czech Republic,**

describes the procedure for addressing warranty claims regarding goods purchased in the company store of Meopta – optika, s.r.o.

The relations between the customer – an individual, hereinafter referred to as “Buyer”, and Meopta – optika, s.r.o., hereinafter referred to as “Seller”, concerning claims of product liability are governed by the applicable laws and regulations (in particular, Act No. 89/2012 Coll., the Civil Code, as amended, and Act No. 634/1992 Coll. on consumer protection, as amended) and this Warranty Procedure.

Upon acceptance of the goods, the Buyer acknowledges this Warranty Procedure. For each purchased item Meopta – optika, s.r.o. issues a receipt and a warranty certificate containing all the details required by law for a warranty claim (in particular, the name of the goods, the warranty period, price, quantity, serial number) as proof of warranty.

Meopta - optika, s.r.o. provides warranty for the product with the following scope and subject to the following terms and conditions:

## **Warranties**

The warranty only covers defects occurring during proper use of the product.

The warranty does not cover:

- defects caused by incorrect or rough handling
- disregarding the instruction manual
- unprofessional alterations or repairs of the products which were not performed by an authorised service centre of Meopta -optika, s.r.o.
- the wear of the product or its components resulting from normal use
- environmental damage
- defects caused by storage in an improper environment
- defects on the grounds of which the price of the product has been reduced unless another agreement was concluded
- consumables related to the product, such as batteries
- products for which the warranty terms were not observed
- goods damaged by elements of nature or force.

No other warranties, guarantees or declarations other than those stated are implied.

### **Warranty Period**

The warranty period prescribed by law is 24 months unless longer period is specified by a special legal provision.

Meopta – optika, s.r.o. may extend such mandatory warranty period. The warranty period is always indicated in the warranty certificate (in the “warranty” column). The warranty period consists of the period prescribed by law (24 months) and the extended warranty period, if



applicable. In addition, the warranty period is extended by the time for which the goods were returned under warranty. The rights arising from product liability to which a warranty period applies cease to exist unless they have been claimed during the warranty period.

Claims made under extended warranty are governed exclusively by this Complaint Procedure. The warranty provided by Meopta - optika, s.r.o. for its products differs from product to product – see the provisions below. The warranty period always commences on the date on which the Buyer accepted the goods, i.e. on the date specified in the warranty certificate.

### **30-year warranty**

The extended warranty can be applied to all the MeoStar and Artemis (2000, 2100, and 3000) series rifle scopes, as well as MeoSight red dot sights, MeoStar series binoculars and the bodies of the MeoStar S1, MeoStar S2, and TGA 75 spotting scopes. The Meopta Transferable Warranty only applies if the product is registered within 30 days of the purchase either on-line at [www.meoptasportsoptics.com](http://www.meoptasportsoptics.com) or by completing the enclosed mail-in registration form (hereinafter referred to as "Proper Registration"). Without Proper Registration, a standard warranty of 10 years from the date of purchase applies.

### **10-year warranty**

The warranty applies to all the rifle scopes, red dot sights, binoculars, and spotting scopes which are not included in the Extended 30-year warranty paragraph and products specified in the 2-year warranty paragraph.

### **2-year warranty**

Meopta -optika, s.r.o. provides a warranty period of 24 months for the ZD and MeoTac series rifle scopes as well as to accessories. This warranty period is the only option for sales to the armed forces, and is based on the specific aspects of the use - extreme stress under severe conditions, a much higher number of shots fired, and environmental effects. Civilian customers can have their warranty of the ZD rifles scopes extended for 10 years on the basis of registration. Registration is available either online at [www.meoptasportsoptics.cz](http://www.meoptasportsoptics.cz) or by completing the enclosed mail-in registration form.

Accessories mean the eyepiece and lens caps, tripod adapter, carrying cases, binocular converter, interchangeable eyepieces, photo-adapters, and MeoPix adapter.

## **Warranty Terms and Conditions**

During the purchase, the customer must properly check the new product as well as the product documents and become familiar with the operation of the product. In particular, the warranty certificate, indicating the date of the sale of the product, and the proof of purchase (receipt) must be properly completed.

Warranty claims can only be made by presenting the warranty certificate, indicating the store and the date of purchase, and the proof of purchase (receipt), identifying the product, the date of purchase, and the store.

If a warranty claim is not recognised, Meopta - optika, s.r.o. may seek compensation of the costs of the warranty procedure from the claimant.



## Consumables

If consumables (such as batteries, ...) are purchased separately or included with another product, their common life is 6 months unless explicitly specified otherwise.

## Settling Warranty Claims

The period for settling a warranty claim is 30 calendar days from the date on which the warranty claim is made. The warranty claim is considered made upon the physical hand-over/delivery of the product to an authorised service centre or to Meopta - optika, s.r.o., unless another arrangement was made with the claimant. The warranty claim is always settled on the 30th day of the date on which the complaint is made, unless Meopta – optika, s.r.o. has notified the claimant of an earlier date by phone, e-mail or SMS in accordance with the previous sentence. On that date the claimant must collect the goods for which the warranty claim was made and receive information about the outcome of the warranty claim. If the goods were sent via an independent carrier, they are automatically shipped to the Buyer's address.

All defects except those specified as exceptions in this Warranty Procedure are remedied free of charge during the warranty period. If any product component is replaced during the warranty period it becomes a part of the product and is thus covered by warranty until the expiry of the warranty period. This is subject to the fact that the repair has been performed by Meopta - optika, s.r.o. or an authorised service centre.

The warranty period will be extended by the time for which the product was returned for repair.

A warranty claim may be made with the retailer from which the product was purchased, the nearest authorised dealer (the dealer list can be found at [www.meoptasportsoptics.com](http://www.meoptasportsoptics.com)) or directly with Meopta - optika, s.r.o. Products returned for under will be submitted for the expert examination to determine whether or not the warranty claim is justified. Only complete devices can be accepted for warranty repair.

The warranty period will not be extended in the case of unjustified warranty claims. If the warranty claim is found unjustified, Meopta – optika, s.r.o. will notify the claimant to that effect, proposing the price of the repair of the goods as per the examination by the service centre, if applicable. The claimant will inform Meopta – optika, s.r.o. in writing whether they agree to the proposed price of the repair of the goods or whether they do not request any repair within five (5) business days of the date on which above-mentioned notification is sent or made. Failure by the claimant to reply will be considered as the non-acceptance of the proposal by the claimant.

Provided that the warranty claim made during the warranty period prescribed by law is resolved by replacing the entire item, the warranty period will be extended by the time of the warranty claim. The time of the warranty claim commences on the day immediately following the date on which the warranty claim was made and ends on the date on which the warranty claim is settled, i.e. the date on which the Buyer must collect the item.



When collecting the goods after the warranty claim is settled, the Buyer must present proof of the warranty claim and identify themselves with an ID card or a valid passport.

All Meopta sports optics products purchased in the USA or in Canada are covered by the warranty provided by Meopta U.S.A. For warranty or post-warranty services, please refer to the customer care department of Meopta USA:

**Meopta U.S.A. Inc. - 50 Davis Drive - Hauppauge, New York, 11788 - U.S.A.  
tel: 800-828-8928; email: customerservice @ meopta.com**

If your claim is for a product that is no longer in production or the repair is not possible, Meopta - optika, s.r.o. has the right to replace it with the closest product from its current range of sports optics.

This Warranty Procedure is effective from January 1, 2014.