

# Warranty Terms



5 Jahre Garantie • 5 Anos De Garantia  
5 Ans De Garantie • 5 Años De Garantia

- Information Required:
  - A copy of your dated proof of purchase may be required prior to any claims under our warranty
    - A picture showing the issue(s)
    - Detailed description of the defect / fault
  - PO # listed on item (if possible) PO # will be located on the bottom of some items or on the barcode label
- This warranty is applicable to private residential customers only, and does not apply to retailers and commercial establishments
  - Specially discounted merchandise may not be covered by our warranty

## What is covered?

- Defects in the manufacturing; this is defined as a fault in the material or the workmanship of the product
  - Faulty product

## What is not covered?

- Normal wear and tear
- Intentional damage, negligence, improper care, misuse
  - Lost or stolen items
- Parts or products that have been disposed of
  - Modified items
  - Dissatisfaction

## What we will do:

- Send replacement at no charge
- If item is discontinued, send similar item

## To activate your warranty, please contact:

North America: [info@umbra.com](mailto:info@umbra.com) or 1 800 387 5122  
Europe, Middle East, Africa: [eu-info@umbra.com](mailto:eu-info@umbra.com) or +31 (0)36 549 5422  
Asia, Oceania: [info-asia@umbra.com](mailto:info-asia@umbra.com)  
Latin America: [latam-info@umbra.com](mailto:latam-info@umbra.com)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.