

Warranty Policy

All our cameras purchased through authorized bona fide photographic distribution channels are guaranteed against defects of material or workmanship for a period of twelve months from the date of your purchase. Service will be rendered, and defective parts will be replaced without cost to you within that period, provided the camera does not show evidence of impact, sand or liquid damage, mishandling, tampering, battery or chemical corrosion, operation contrary to operating instructions, or modification by an unauthorized repair shop. The manufacturer or its authorized representatives shall not be liable for any repair or alterations except those made with its written consent and shall not be liable for damages from delay or loss of use or from other indirect or consequential damages of any kind, whether caused by defective material or workmanship or otherwise; and it is expressly agreed that the liability of the manufacturer or its representatives under all guarantees or warranties, whether expressed or implied, is strictly limited to the replacement of parts as herein before provided. No refunds will be made on repairs by non-authorized service facilities.

Procedure During 12-month Warranty Period

Any camera which proves defective during the 12-month warranty period should be returned to the dealer from whom you purchased the camera or to the manufacturer. If there are no representatives of the manufacturer in your country, send the camera to the manufacturer, with postage prepaid. In this case, it will take a considerable length of time before the camera can be returned to you owing to the complicated customs procedures required. If the camera is covered by warranty, repairs will be made and parts replaced free of charge, and the camera will be returned to you upon completion of servicing. If the camera is not covered by warranty, regular charges of the manufacturer or of its representatives will apply. Shipping charges are to be borne by the owner. If your camera was purchased outside of the country where you wish to have it serviced during the warranty period, regular handling and servicing fees may be charged by the manufacturer's representatives in that country. Notwithstanding this, your camera returned to the manufacturer will be serviced free of charge according to this procedure and warranty policy. In any case, however, shipping charges and customs clearance fees to be borne by the sender. To prove the date of your purchase when required, please keep the receipt or bills covering the purchase of your camera for at least a year. Before sending your camera for servicing, please make sure that you are sending it to the manufacturer's authorized representatives or their approved repair shops, unless you are sending it directly to the manufacturer. Always obtain a quotation for the service charge, and only after you accept the quoted service charge, instruct the service station to proceed with the servicing.

- **This warranty policy does not affect the customer's statutory rights.**
- **The local warranty policies available from our distributors in some countries can supersede this warranty policy. Therefore, we recommend that you review the warranty card supplied with your product at the time of purchase, or contact our distributor in your country for more information and to receive a copy of the warranty policy.**

Website: <http://www.ricoh-imaging.co.jp/english/index.html>

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.