

ZEISS Warranty Policy



ZEISS warrants for a period of 2 years from the date of original purchase that the product is free from defects in material and workmanship. The ZEISS Manufacturer Warranty ("Warranty") is separated into several regions. The sticker on the product box shows the relevant region for Warranty. Warranty is only available in the region where you purchased the product.

During the Warranty period, defects will be removed free of charge either by repair or replacement at the discretion of ZEISS. ZEISS's obligation under this Warranty is limited to repair or replacement by equivalent product in working condition.

During the Warranty period, we will also service your lens outside your region. In this case the repair service will not be free of charge. This Warranty applies in addition to your legal right to claim warranty towards the seller. The Warranty is not transferable.

What Is Not Covered

This Warranty shall not apply if the defect is attributable to misuse, neglect, accidental damage, alteration of the product or improper treatment, including any interference with the product by unauthorized workshops or persons.

This Warranty is void, if damage is caused by the use of accessories not sold or authorized by ZEISS, or from service by persons not authorized by ZEISS. This Warranty does not cover claims resulting from natural disasters (e. g. floods, storms, fire), acts of war or terrorism and will not apply to damage arising from combat conditions. It will be at ZEISS's sole discretion to extend service under this Warranty for damage arising from the above-mentioned conditions.

Limitations of Liability

To the extent possible under the applicable law, this Warranty excludes claims for any indirect, special, punitive, incidental or consequential damages and does not cover damages due to the misuse, neglect, accidental damage, mishandling or alteration of the product.

Terms and Conditions for Extended Warranty of Photographic Products



Carl Zeiss AG guarantees to end consumers, for a period of three (3) years from the date of purchase, that this ZEISS camera lens ("Product") is free from defects in material and workmanship ("Warranty").

The Warranty applies to all Products which were purchased on or after 15 December 2008. Please note, however, that any accessories without serial numbers, e.g. lens shades and viewfinders, are excluded from the Extended Warranty.

The Warranty is only valid if the Product is registered with Carl Zeiss AG within 4 weeks as of the purchase date. If you do not register within this term, the Warranty is not effective.

The registered data is for our internal use only. It will be shared only between Carl Zeiss AG, and your ZEISS and Distributor, if applicable, and will not be forwarded to any third party.

How to obtain the Warranty:

Within 4 weeks after purchase, please register your Product with Carl Zeiss AG online. Please register online under www.zeiss.com/photo/register. After a successful registration you will receive a confirmation including a registration number directly from ZEISS.

The Product must be bought from an authorized ZEISS Dealer. The Warranty is only valid in the country where the Product was purchased. If you purchased the Product via the Internet, the Warranty is only valid in the country where your ZEISS Dealer from whom you purchased the Product is located. During the warranty period, Carl Zeiss AG will, at its sole discretion, either repair or replace the Product free of charge if the warranty claim is attributable to a defect in material or workmanship. The Warranty is not effective if the defect is attributable to inappropriate use of the Product, including, but not limited to, unauthorized service by non authorized repair facilities or unauthorized personnel. The Warranty is valid for end consumers only. The Warranty is not applicable if the Product is used for industrial applications. The Warranty Card is nontransferable and cannot be replaced in case of loss, damage or destruction. Your statutory rights are not affected by the Warranty.

How to claim the Warranty:

Please contact your Carl Zeiss Dealer from whom you purchased the Product and forward him the affected Product in its original packaging box, or in equivalent packaging. You will find the contact data on your Warranty Card or at www.zeiss.com

Please do not forget to enclose:

- a copy of the Warranty Card
- a copy of the original sales receipt

Please note that these documents are necessary to obtain the Warranty service. The Warranty is subject to the laws of Germany.