

Warranty Information



TO OUR VALUED CONSUMERS:

Purchases of Ricoh/Pentax products should be made from our authorized dealers as they receive product directly from us as well as training and other support so we can ensure the integrity of the product. We cannot ensure such an experience at the un-authorized dealers and, if the product is altered in any way, it will void the warranty. Products purchased from an un-authorized dealer will not qualify for warranty coverage.

Ricoh Imaging's website offers products that can be purchased as NEW, OPEN-BOX and REFRUBISHED. All products come with warranty, please see below for appropriate warranty.

Conditions of RICOH IMAGING NORTH AMERICA Warranty – NEW Products

1. RICOH IMAGING products originally distributed by RICOH IMAGING AMERICAS CORPORATION and purchased through our authorized distribution channels, are warranted by RICOH IMAGING AMERICAS CORPORATION to the original retail purchaser for a period of one year from date of purchase against defects in material and/or workmanship.
2. This warranty is limited to repair of defects in material and/or workmanship. These repairs will be made at no charge to the customer. However, all charges related to shipping the product to the service center are the responsibility of the owner. (Note: RICOH IMAGING AMERICAS CORPORATION will not assume the responsibility for damages or loss encountered in transit to the service center but will assist in processing any claims whenever possible.)
3. This warranty does not cover finishes or batteries, nor does it cover damages resulting from accident, misuse, abuse, dirt, water, battery leakage, tampering, servicing performed or attempted by unauthorized service agencies. This warranty is valid only in the country where this product is purchased. Routine cleaning and normal cosmetic and mechanical wear are not covered under the terms of this warranty. RICOH IMAGING AMERICAS CORPORATION shall not be liable for any consequential or incidental damages resulting from any breach of warranty, express or implied, applicable to this product.
4. This warranty card will not to be re-issued. Please keep this card along with your original or copy of purchase receipt and provide both to obtain the limited warranty service during the warranty period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific rights and you may have other legal rights which vary from state to state. This warranty policy does not affect the consumer's statutory rights.

Conditions of RICOH IMAGING NORTH AMERICA Warranty – OPEN-BOX Products

Save money on authentic Ricoh and Pentax products with special deals on Open-Box DSLR cameras, lenses, accessories, and sport optics. "Open-Box Products" are products that have been opened or the packaging has been damaged in some way. When you buy Open-Box Products directly from Ricoh, you can rest easy that your certified Open-Box Products have been thoroughly tested and are in like-new condition. Ricoh and Pentax Open-Box Products also come with the original one (1) year manufacturer's limited warranty with all the same coverage provided under the original manufacturer's warranty. Note that Open-Box Products are in like-new condition (except for the packaging), have never been used by a consumer, and contain all original accessories (unless specifically mentioned in the item description), and are an excellent value!

Return Policy: All Open-Box Products may be returned within fourteen (14) days of purchase to receive a full refund of the Open-Box Product purchase price (return shipping will not be refunded). Refunds of the purchase price will be made to the same credit or debit card used when ordering. If, for some reason, the same credit or debit card is not available, the Customer must contact Ricoh to make other arrangements for refunding the charge or debit of the purchase price. Please note that All charges related to the return shipping of the product to the service center are the responsibility of the original purchaser. In returning this Product, the original purchaser must prepay all postage,

shipping transportation, insurance, and delivery costs and the Product must be delivered in packaging and shipping materials that afford an adequate degree of protection for the Open Box Product. (Note: Ricoh will not assume any responsibility for damages or loss encountered in transit to the approved service center but will assist in processing any claims whenever possible.)

To return your purchase, please email weborders@ricoh-usa.com to receive return authorization. In your email, you must include your web order number and reason for the return request. Ricoh will email you return instructions and provide you with a Return Merchandise Authorization ("RMA") number and address for shipping. The RMA number must be noted on the outside of the return package. Please note returns will not be accepted without an RMA number.

Conditions of RICOH IMAGING NORTH AMERICA Warranty – REFURBISHED Products

Save money on authentic Ricoh and Pentax products with special deals on Refurbished DSLR cameras, lenses, accessories, and sport optics ("Refurbished Products"). When you buy Refurbished Products directly from Ricoh, you can rest easy that your certified Refurbished Products have been thoroughly tested and faithfully restored to original factory specifications with genuine Ricoh or Pentax parts. Ricoh and Pentax Refurbished Products also come with a ninety (90) day limited warranty with the same coverage provided under the original manufacturer's warranty, just for ninety (90) days. Note that Refurbished Products may occasionally show cosmetic wear and will contain all original accessories (unless specifically enumerated in the item description) and are an excellent value!

Return Policy: All Refurbished Products may be returned within fourteen (14) days of purchase to receive a full refund of the Refurbished Product's purchase price (return shipping will not be refunded). Refunds of the purchase price will be made to the same credit or debit card used when ordering. If, for some reason, the same credit or debit card is not available, the Customer must contact Ricoh to make other arrangements for refunding the charge or debit of the purchase price. Please note that all charges related to the return shipping of the Refurbished Product to the service center are the responsibility of the original purchaser. In returning this Product, the original purchaser must prepay all postage, shipping transportation, insurance, and delivery costs and the Refurbished Product must be delivered in packaging and shipping materials that afford an adequate degree of protection for the Refurbished Product. (Note: Ricoh will not assume any responsibility for damages or loss encountered in transit to the approved service center but will assist in processing any claims whenever possible.)

To return your purchase, please email weborders@ricoh-usa.com to receive return authorization. In your email, you must include your web order number and reason for the return request. Ricoh will email you return instructions and provide you with a Return Merchandise Authorization ("RMA") number and address for shipping. The RMA number must be noted on the outside of the return package. Please note returns will not be accepted without an RMA number.

Sports Optics Warranty

From the original date of purchase, RICOH IMAGING AMERICAS CORP. provides a 25-year limited US lifetime warranty for most PENTAX Binoculars purchased within the US from a Ricoh Imaging authorized dealer. This warranty covers the original owner and is not transferable. Routine external cleaning, normal cosmetic and mechanical wear and excessive wear due to professional use are not covered under the terms of this limited US 25-year binocular warranty.

Proof of Warranty Status

The dated proof of purchase receipt (bill of sale) must be provided to ensure warranty status. If a dated proof of purchase receipt is not received with the product, a repair estimate will be issued.

For further questions please call: 1-800-234-0276