

Authorized Service Centers | Online Mount Conversion Service Request Form

Product Warranty

Beginning July 1, 2013, all brand new Sigma Products purchased from [authorized Sigma dealers](#) are covered under the 1 year America warranty (North and South America) and 3 years U.S.A. extended warranties for a total period of four (4) years against defects in manufacturing and workmanship only. Your warranty period begins the day you purchase your Sigma camera, lens and/or flash and runs for a period of four years total from that date. (Please refer to the warranty policy included with your product or see the [warranty registration page](#) for each Sigma Product). Please note that the Sigma warranty is valid only to the original purchaser and is not transferable. Grey market products will not qualify for the Sigma warranty coverage.

When sending your Sigma product in for warranty service, please be sure to include the warranty card as well a copy of the original sales receipt as proof of purchase date (the start date of your warranty). Anything deemed beyond normal use will void any and all warranties. As always, our goal is to serve and support our customers. Products purchased prior to July 1, 2013 are subject to the previous warranty policy listed below.

Sigma offers a 90 day warranty for factory refurbished products.

Products purchased prior to July 1, 2013

Prior to July 1, 2013: All new Sigma products purchased from authorized Sigma dealers are protected by a 1 year America warranty (North and South America) and U.S.A. extended warranties where applicable. Sigma offers a 90 day warranty for any product purchased as a refurbished item.

When sending your Sigma product in for warranty service, please be sure to include the warranty card as well as a copy of the original sales receipt as proof of purchase date (the start date of your warranty). Anything deemed beyond normal use will void any and all warranties. As always, our goal is to serve and support our customers.

Please [register your new Sigma product](#) in order to activate your Sigma 4 year warranty.

Service Policies

Product Warranty

All brand new Sigma Products are warranted for defects in manufacturing and workmanship only. Your warranty period begins the day you purchase your Sigma Product and runs for a specific time period depending on the item. (Please refer to the warranty card included with your product or see the [warranty registration page](#) for each Sigma Product). When sending your Sigma product in for warranty service, please be sure to include a copy of the original sales receipt as proof of purchase date (the start date of your warranty). Anything deemed beyond normal use will void any and all warranties. As always, our goal is to serve and support our customers.

Gray Market

As of July 1 2012 Sigma no longer has worldwide warranties and any product that is not imported by the Sigma Corporation of America or purchased from an unauthorized Sigma USA Dealer will not be serviced under warranty regardless of the service required. The Sigma Corporation of America Service department will service these products but it will be at the owner's expense.

Courtesy Updating

In today's day and age of ever changing technology Sigma will, at our discretion, offer some updates if available to the original purchaser of the equipment at no charge. These updates are done as a courtesy and are not considered warranty repairs. Remember, your Sigma Product works correctly with the equipment you owned when you purchased it and is not Defective!

Impact Damage

We do our best to repair Sigma products that have sustained damage due to impact, liquid, or other forces outside of normal use, but there is no guarantee that your item will function exactly as it did prior to damage. All service is performed using the most exacting methods, but

sustained damage to equipment may prohibit return to the original condition.

AF Data Adjustment

Due to extreme sensitivity of the digital camera mirror box, more than 5 times as sensitive as that of a film camera, it may be necessary to adjust the AF data in your Sigma lens. At Sigma, we adjust all of our lenses to a neutral focus point during manufacturing. It may be necessary to have your Sigma lens adjusted to your own personal camera. This is a known problem with digital cameras and many companies have included Micro Focus Adjustment capabilities on their high end cameras to address this problem with their lenses. If you are able to do this with your camera and lens combination, there's no need to send your equipment in for adjustment.

Contact Sigma

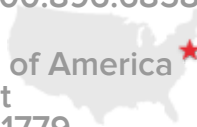


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