

DOLICA

Your Camera, Your Creativity, Your Passion, Our Support

Warranty Terms

Lightweight Tripods (ST-300, ST-400, ST-500, ST-600, ST-650, STC-100) : 3 years

Proline Aluminum and Carbon Fiber Tripods (AX, GX, TX, ZX, LX, CX Series tripods): 5 years

Camera Cases, Backpacks, Sling Bags, Holsters: Limited Lifetime (limited exchange)

Lens Filters (UV, CPL, ND, MC-UV): 5 Years

If your purchase has a manufacturer's defect covered by our warranty, we will either repair or replace the product at our option. Free of charge when it is returned to us. If the product is no longer available, Dolica reserves the right to replace it with a similar product of equal value.

Exclusions

1. Parts prone to normal wear and tear.
2. Damage or failure caused by accident, abuse, misuse, faulty installation and operation, improper or inadequate maintenance, and any repair or guarantee on repairs not carried out by Dolica authorized service center.
3. Claims to any incidental or consequential loss to personal property.
4. Damage resulting from inadequate packaging or carrier mishandling of returned products.
5. All products purchased outside the United States of America. We recommend shipping returned merchandise via UPS or insured parcel post for tracking purposes and that a customer request adequate insurance to cover the purchase price of the shipment. Dolica will not assume responsibility for reimbursement or compensation in the event that return packages are lost, stolen, or mishandled.

We reserve the right to refuse return of any merchandise that does not meet the above return requirements in Dolica's sole discretion

Warranty Support

Email: rma@dolica.com

Phone: (626)-968-3366

If you have a defective product, please send us an email with the following info:

- 1) Your Name, Contact Number, and Shipping Address
- 2) Product Model Number
- 3) Copy of the Receipt
- 4) Description of Problem
- 5) Photograph of the Problem Area(s)

Our Customer Service Team will contact you back via phone or email within 2 business days.

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.