

Warranties & Service

What is covered by the warranty?

The warranty for all Contour products covers defects in materials and workmanship when properly installed and used for its intended purpose and in its intended operating environment.

The full text of the warranty is located in the manual that comes with each new camera. For your reference, here is the text of the warranty from our manuals:

CONTOUR, LLC. LIMITED WARRANTY Contour, Inc. (“Manufacturer”) warrants to the original end user (“Purchaser”) that for the 1 year (“Warranty Period”), the Contour Camera (excluding any third party software) and accessories (“Product”) will be free from defects in materials and workmanship when properly installed and used for its intended purpose and in its intended operating environment. This warranty does not apply to any Product that has been: (i) altered, repaired or modified or (ii) damaged or destroyed by accidents or similar events or by any intentional, reckless or negligent acts or omissions of any party. In the event of a defect, return the Product to the original place of purchase or Manufacturer, but only after instructed to do so by Manufacturer. Purchaser shall ship and bear the cost of shipping the Product to Manufacturer and Manufacturer shall bear the cost of shipping the Product back to Purchaser after the completion of service under this limited warranty. Purchaser’s exclusive remedy and Manufacturer’s entire liability under this warranty will be for Manufacturer at its option to repair or replace the Product or refund purchase price less any rebates. Manufacturer does not warrant against loss of any data (including data stored on Product returned to Manufacturer for service), and assumes no liability for such loss. Purchaser assumes all liability, and as such releases Manufacturer from any liability, for any accident, injury, damage, death, loss, illegal activity or any other claim that may occur resulting from or during use of the Product, whether or not such use is foreseeable by Manufacturer.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to Purchaser. This warranty Contour GPS User Manual 17 gives Purchaser specific legal rights, and Purchaser may also have other rights which vary by jurisdiction.

All third party software provided with the Product is provided “AS IS”. Purchaser assumes the entire risk as to the quality, performance, accuracy and effect of such software, and should it prove defective, Purchaser, and not Manufacturer, assumes the entire cost of all necessary servicing or repair.

TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL MANUFACTURER

BE LIABLE FOR ANY LOST DATA, REVENUE OR PROFIT, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, HOWEVER CAUSED REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF OR RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF MANUFACTURER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL MANUFACTURER'S LIABILITY EXCEED THE AMOUNT PAID BY PURCHASER FOR THE PRODUCT.

The foregoing limitations will apply even if any warranty or remedy provided under this Agreement fails of its essential purpose. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to Purchaser.

How long is the warranty on my camera?

The warranty period for all of the Contour cameras is 1 year from the original purchase date.

Some regions outside the United States of America may require longer warranty periods. In those instances, we will honor the warranty based on the laws of your country.

You may be asked to present a dated proof of purchase or sales receipt at the time of warranty service.

How do I get my camera service under the warranty?

If your camera needs warranty service, or if you are not sure and want to see if your camera needs to be serviced, please start by contacting our support team. You can reach them by clicking on the Submit a Support Request link at the top of this page.

When contacting our support team, please be sure that you include the camera model, serial number, and a detailed description of the issue. Also include your shipping address in case we need to set up an RMA (Return Material Authorization) for you.

Many issues that seem like they may require a camera to be repaired or replaced under warranty can actually be solved without sending the camera in. Our support team will work hard to get you a working camera as quickly as possible.

Can I send my camera in for inspection or repair?

We do not currently offer true repair services for any cameras out of warranty since it is often much less expensive for a user to replace a camera than it is to repair it. Contour cameras are covered by a warranty for manufacturers defects for the duration of the warranty. If you are having troubles with your camera please contact Support by clicking on the link to the right labeled "Submit a Support Request".