



Terms and conditions 5-year warranty

Version: April 2025

- On selected Products, you get a 5-year warranty immediately upon purchase. We extend the standard manufacturer's warranty, which is often valid for 2 years, by 3 years, giving you a total of 5 years warranty on your Product.
- To get 5-year warranty on your Product, you don't have to do anything. When you buy a participating Product, it will be processed automatically when the serial number is registered.
- Products or brands whose serial numbers we do not register are excluded from participation in 5-year warranty.
- Whether a Product is covered by a 5-year warranty is indicated with the Product. In general, products in the following product categories and with a recommended retail price of € 200 or more and whose serial numbers are registered qualify for a 5-year warranty:
 - Mirrorless cameras
 - DSLR cameras
 - Medium format cameras
 - Rangefinder cameras
 - Compact cameras
 - Bridge cameras
 - Video cameras, with the exception of wildlife cameras, action cameras, underwater cameras, drones and 360 degree cameras
 - Lenses
 - Speed boosters
 - Teleconverters
 - Reporter flash units
 - Ring Flashers
 - Studio flash units
 - Studio LED / Continuous light
 - Binoculars and scopes
 - Monitors
 - Drawing tablets
 - Video mixers
 - Digital photo frames
 - Home cinema products
 - Radio & HiFi products, excluding Headphones and earplugs
 - Speakers
 - Television and Beamers
 - Scanners
 - Hard drives and SSDs
 - NAS & network drives
- When you buy a participating Product, the Product's serial number is scanned. This serial number is then shown on the invoice.
 - For online orders, the serial number is shown on the packing slip. So keep the packing slip well!

- If you want to claim the warranty, you need to show the invoice with the serial number on it. The invoice also states that you have a 5-year warranty.
- Is your product faulty? Read [here](#) how we can help you with this and you can make a warranty claim. Do not send the Product to the supplier yourself. Kamera Express takes care of the entire warranty application.
- The guarantee does not apply in the following situations:
 - In case of fall, impact, moisture or sand damage
 - In case of wear due to professional use
 - In case of dead pixels
 - In case of loss or theft
 - For demo models, second-hand products, outlet models and pre-orders
- Different warranty terms apply to second hand items. Please check the duration of the guarantee with the relevant Product.
- The guarantee is personal and therefore not transferable. In addition, name and address details must also be correctly registered.
- The guarantee is not applicable retroactively.
- Printing, typing and spelling errors reserved.