

## Zhumell Warranty Information

At Zhumell, your views are important to us. Our products are designed to provide you with a quality experience for years to come, an expectation that we're proud to back up with our no-fault warranty. All Zhumell binoculars are warranted for 25 years after purchase. Zhumell telescopes, spotting scopes, opera glasses, and optical accessories are warranted for 3 years after purchase. If you are experiencing any problems with the materials or craftsmanship of your Zhumell product, it's easy to obtain warranty service.

The damaged equipment must be returned to us by mail. Our Customer Care associates will be happy to assist you in completing this return - please fill out the warranty return form on the following page and call us at (800) 303-5873. There is a surcharge associated with warranty returns to cover return shipping and handling - \$15 for binoculars and \$25 for telescopes.

Product designs and specifications are likely to change over time, so it remains at Zhumell's discretion whether to repair or replace the defective item returned. The maximum limit of liability for losses or damage is no more than the initial price paid for the product.

### *Zhumell Repair Checklist*

1. Box your Zhumell securely
  2. Complete and include the Zhumell Warranty Return Form, found below
  3. Include your daytime phone number
  4. Include a return address for your Zhumell product
  5. Include check for return shipping payment of \$15 for binoculars or \$25 for telescopes
- or*
5. Call us and process payment by phone at (800) 303-5873
  6. Send to us via trackable shipper at this address -

Zhumell Warranty Claims  
1003 Logistics Way  
Middletown, OH  
45044

*or*

1. Call our Customer Care associates at (800) 303-5873 for assistance with every step of the process.

We recommend that you send your product back to us via a trackable shipper such as UPS or FedEx. Your optical equipment is valuable, and this provides a level of accountability should your package be lost or damaged in transit.

## **Zhumell Warranty Return Form**

Should you have an item that requires warranty service or repair, please fill out this form. Please try to be as detailed as possible to prevent any delay in servicing your product.

### *Product Information*

Where the product was purchased:

Date of purchase:

Order number:

*Please describe, in as much detail as possible, the nature of the defect of your Zhumell.*

### *Customer Information*

Name:

Address:

Apt:

City:

State:

Zip:

Telescope:

Email address: