

LEOFOTO PRODUCTS



Leofoto 10-Year Limited Warranty

The manufacturer offers a 10-year limited warranty on all products and we extend that warranty to our customers. Please read the below very carefully, so you understand your position when something breaks or doesn't work ideally anymore.

It is critical to understand that this warranty only applies to **factory faults and not to standard wear and tear.**

Tripods are subject to a lot of grey areas in this regard as tripods used outdoors, particularly in sand and sea water, are subjected to extreme wear and tear.

We will e.g. replace the affected part of your tripod if a carbon tube snaps or cracks without much pressure applied to it or if the apex breaks. We will not replace your tripod or the affected part if e.g. a joint locks up due to sand or salt build-up or if a hinge becomes corroded or stiff/floppy and unserviceable due to corrosion or salt build up.

In sum, if we see that you took good care of your tripod and something went wrong, we will go out of our way to fix or replace it for you. If we see that you dragged it through the mud (literally or metaphorically), then we are unlikely to fix/replace it for you. How you handle your tripod and take care of it, is all the difference between 3- or 20 years of service.

The best of tripods will not last longer than 2/3 years if used regularly in the sea, **INCORRECTLY**, and never serviced. Always make sure to extend the lowest leg section first, so you keep the joints out of the water/sand. Always rinse with fresh water after use in the sea, wipe down with a wet cloth, leave extended to dry and **ENSURE YOU KEEP THE HEAD AND APEX DRY**. If your tripod's joints start feeling sandy/gritty, open them up, give them a proper clean and lubrication and fine-tune the tension on the joints.

If travelling on dirt roads, ensure that your tripod is in its carry-bag when not in use. Your tripod will not take care of itself – it is up to you to do so.

For all warranty repairs please contact us at sales@leofoto.nz or give us a call on 021667171