



RIX WARRANTY GUIDANCE



RIX WARRANTY INFORMATION

We've been receiving calls and emails in reference to some misinformation provided in about RIX unit warranties, below we'll clarify exactly what we offer by way of warranty.

[RIX WARRANTY INFORMATION & REGISTRATION](#)

Duration:

- Thermal devices with 384 resolution and higher: **5-year**
- All other thermal, night vision, and digital devices: **3-year** (except for image intensifier tubes, which are covered by 1-year warranty)

Coverage:

- All products purchased from RIX Optics are **guaranteed to be free from manufacturing defects or breakage associated with the intended normal use** of the product during the periods as stated above from the date of purchase.

Exclusions:

- Does not apply to **modified, abused, neglected, or misused products** outside the scope of their intended use.
- Does not warrant or accept **damages associated with normal wear, intentional damage, sensor core burns or damage, operator error, host weapons, ammunition, theft, loss**, or any other cause or event not specifically stated herein.
- Does not cover products that **have been repaired by the customer or any other party without obtaining prior written consent from RIX Optics**. If the products are modified or maintained by anyone other than RIX Optics, this warranty becomes invalid and no longer applies.
- Does not apply to **failure or damage caused by failure to follow the product's instructions for use or storage**.
- Does not apply to **damage caused by impact, fire, lightning strikes, flooding, human negligence, natural disasters, or force majeure events**.

Return, Repair or Replacement:

- We strive to ensure that **your experience with us is effortless and trouble-free**. If you purchase through our website you can get a full refund/exchange within 30 days, and if you have any warranty work that needs to be conducted, **RIX will cover the shipping costs for the first 30 days from the date your order is received**.

Return Conditions:

- Items **must be returned in NEW condition** (i.e., not used or broken), in the original manufacturer's packaging and with all original contents included, e.g., instruction manuals, accessories, additional components. RIX Optics reserves the final right to determine if it is in fact NEW condition.
- All exchanges and returns **require the completion of a Return Merchandise Authorization (RMA)** form. [Click Here To Reference The RIX RMA Form](#)
- Requires the **return of all promotional items and/or gifts included with your purchase**, including free gift certificates with purchase. In addition, RIX Optics is currently unable to accept partial returns on kits or on any bundled goods. If a complete return is not received, **RIX Optics reserves the right to charge an additional \$20 to return the package to the customer.**
- Restocking fees for **opened product**

Exceptions: The Standard return policy does not cover Special Order items, Wholesale Accounts, and High-Value Contracts exceeding \$25,000 USD. Refunds are not provided for Special Order items, Wholesale Accounts, and High-Value Contracts.

Repair or Replacement Policy:

- Please note that **not all parts are currently available, and there are certain issues that cannot be repaired.** If your product is diagnosed as irreparable or falls outside the scope of our warranty, our service team will get in touch with you to discuss the available options.
- If your unit can't be repaired **within 10 business days after we receive it, it will be replaced** with either the exact same unit or a direct replacement if your unit is discontinued.
- RIX Optics will **cover shipping costs for products sent in for warranty repairs for the first 30 days** after the original purchase date. **After 30 days, this warranty does not cover the expenses associated with shipping or transporting the product** (including to and from RIX Optics or our authorized dealer), insurance, or any fees, duties, and taxes for warranty claims made outside the United States. **These costs solely fall under the**

buyer's responsibility and are not included in the coverage provided by this warranty.

Unauthorized Purchases:

- **RIX authorizes certain channels or “dealers” to sell its products.** Such dealers have contacted RIX and obtained official authorization to sell its products with the above-mentioned warranty. **Unless a seller or dealer obtains prior written approval from RIX’s Chief Executive Officer to sell its products,** they will be considered an unauthorized channel and no warranty will be available from RIX.
- **This warranty does not apply to products obtained through unauthorized channels, including, but not limited to:**
 - purchases from non-authorized sellers or dealers;
 - private or second-hand resales where the new owner cannot provide the original purchaser's valid proof of purchase; or
 - products with altered, missing, or unverifiable serial numbers, invoices, or documentation.
- For units resold privately, **warranty eligibility requires the new owner to present the original purchaser's valid proof of purchase.** This warranty will only apply if RIX can properly validate the chain of custody of the product from the authorized dealer to the new purchaser, and the **new purchaser has obtained prior written approval from RIX’s Chief Executive Officer in order for the warranty to apply.** If this documentation cannot be provided, the product will be considered as obtained through an unauthorized channel, and the warranty will not apply.

Transfer-ability:

- If the above criteria is met, unit **warranties may be transferred to valid re-sales on RIX units.**

As always, the RIX team is available to you should you have any questions or concerns, please feel free to reach out to your respective dealers or RIX Customer Service.

[CLICK HERE FOR RIX WARRANTY INFORMATION](#)

[CLICK HERE FOR THE RIX RMA FORM](#)