Standard Warranty Policy

Revision 2, October 2026. Supersedes Revision 1.

1. Introduction

Chromar Technology (Pty) Ltd (“Chromar”) designs and manufactures high-precision optical lenses, including catadioptric, refracting and zoom lens systems for military, aerospace, surveillance and commercial applications. Every lens is tested after assembly and supplied with its measured MTF curve.

This Standard Warranty Policy sets out the coverage, duration, exclusions and claims process for Chromar optical lenses. It applies to all standard and custom lens systems unless a specific contractual agreement says otherwise.

2. Coverage

Component or issue	Period	Coverage	Exclusions
Manufacturing defects: material flaws, mechanical interface, assembly errors, paint delamination	12 months from delivery	Free repair, replacement or refund, at Chromar's discretion, if the defect is verified by in-house testing. Includes return shipping.	Misuse, improper installation, unauthorised modification, or operation beyond published environmental ratings (shock, temperature, humidity).
Optical coatings and treatments: anti-reflective and protective layers	24 months from delivery	One-time replacement for peeling, cracking or performance degradation under normal use.	Normal wear from cleaning, exposure to unapproved chemicals, or abrasive handling.
Performance guarantee: image quality, boresight, first-order optical parameters, athermal performance	6 months from delivery	Free re-testing and adjustment if the lens fails to meet the agreed performance in the customer's validated test set-up.	Changes in the end-user optical train, alignment errors, or environmental conditions outside the design envelope.
Satisfaction guarantee: new, unused catalogue lenses	30 days from delivery	80% refund if returned in the original packaging and condition.	Custom designs; lenses built for space applications; lenses that have been used, installed or modified, or show any sign of wear.

We package our lenses for safe shipping. No warranty of any kind applies to an item that arrives damaged at the customer's location, including items dropped by the transport company or customs, opened for inspection, or exposed to extreme environmental conditions.

3. Extended warranty (optional)

- Duration: a further 12 months.
- Cost: 10% of the lens purchase price, quoted per order.
- Exclusions: intentional damage, transport damage, loss, theft or negligence.
- Available at the time of purchase only.

4. Warranty conditions

- Proof of purchase: a valid invoice and the lens serial number are required.
- Return authorisation: every claim needs a pre-approved return material authorisation (RMA) number from Chromar.
- Testing and validation: Chromar may test returned items on its own metrology systems. Only defects confirmed under controlled conditions are covered.
- One replacement rule: each lens is eligible for one repair or replacement per warranty category.
- Consumer Protection Act: this warranty exceeds the minimum six-month implied warranty under section 56 of the South African Consumer Protection Act.

5. How to claim

- Email support@chromar.co.za with the invoice number, the lens serial number, a description of the issue with photos or video, and proof of operating conditions where applicable.
- RMA issued within 48 hours (business days).
- Ship the lens to Chromar, prepaid by the customer. Return shipping is covered if the claim is valid.
- Evaluation takes 5 to 10 business days.
- Repair, replacement or refund within 15 business days of approval, if replacement stock is readily available.

6. Transferability

- This warranty is not transferable and applies only to the original purchaser.

7. Limitation of liability

- Chromar is not liable for consequential, incidental or indirect damages.
- Chromar is not liable for the costs of removal, reinstallation or system downtime.
- Chromar is not liable for claims exceeding the original purchase price of the lens.

8. Contact

Chromar Technology (Pty) Ltd, registration 2022/694506/07

Email: support@chromar.co.za

Phone: +27 82 452 3195

Address: Building 3, Unit G, Arun Place, Cherrywood Gardens, Somerset West, 7130, South Africa

This policy may change. The latest version is at www.chromar.co.za/warranty/