

Warranty Information

Your Sightmark product is warranted free of defects in materials and workmanship with the Sightmark Limited Lifetime Warranty. For night vision products, the image intensifier tube and the digital imaging sensor that enables night vision capability is warranted to be free from defects for a period of 3 years, as are other light emitting devices such as laser diodes and LED's. Batteries are not covered under warranty.

In the event of a defect under this warranty, we will, at our option, repair or replace the product. This warranty does not cover damages caused by misuse or improper handling. Also, this warranty is null and void if modification or maintenance is provided by someone other than Sightmark. This warranty is non-transferable and is only valid if the product is registered within 30 days after the product has been purchased.

Due to international laws, Sightmark products out of the United States are covered under a ten year Lifetime Warranty unless otherwise stated by law.

Warranty Service

To receive a RA number for warranty service, or out-of-warranty repair, you will need to do the following:

1. Fill out the online document labeled [Return Warranty Authorization Form](#), or call 1-877-431-3579. If you are outside the US, call 1-817-225-0310.
2. Once the request has been received you will either receive a reply email that contains all necessary return information, or a customer service representative will contact you and give you an RA number over the phone.

If you are sending in a product for a warranty repair, you will be required to fill out a RA request form. Once the form has been received and processed, you will receive a confirmation email containing your RA number and a PDF Return Form. The Return Form must be filled out completely, and mailed in, with your product. In order for your repair to be successfully fulfilled, be sure to closely follow all instructions outlined by the Return Form. If any of the aforementioned instructions are not properly followed, your request cannot be processed and the product will be held until you are contacted, and proper documentation is received.

To Send in the Product

To send in the product, you will be required to include the following items:

1. The filled out [Return Warranty Authorization Form](#).
2. The defective product.
3. Copy of the original receipt showing when and where the product was purchased.
4. The RA number printed on the box, with a return address.

This warranty is non-transferable and is only valid if the product is registered within 30 days after the product has been purchased.

To register your product, go to the [Product Registration](#) page. Registering online may also provide additional coverage and faster warranty service.

*Warranty varies by country.

Refunds

For a refund you must have purchased the product from www.sightmark.com. The first purchase of any model has a 14 day, 100% satisfaction guarantee. If for any reason, you are not completely satisfied with a particular product you may return it for a full credit within 14 days with your proof of purchase. Please fill out the Return Authorization Form located on this website under the Service and Support ribbon tab. If you have any questions please call technical support at 1-817-225-0310.

Additional Contact Information

Phone: 1.817.225.0310

Fax: 1.817.394.1628

Business Hours Mon. - Fri. 8:00am - 5:00pm CST