

Steiner Warranty at <https://www.steiner-optics.com/product-warranties>

Product Warranties

Steiner Optics Warranty



The Steiner Heritage™ Warranty means we stand behind our products. Over half a century of experience building rugged and reliable, mil-spec product and supplying them to armed forces all around the world allows us to have this kind of confidence. We at Steiner are totally committed to the very highest standards of quality, dependability, and most of all customer satisfaction. Our Heritage™ Warranty assures you of that commitment.

Steiner Heritage™ Warranty

Covers Binoculars, Riflescopes, Battle Sights, Rings, and Mounts

Valid in U.S. and Canada only on items manufactured since 2014.

For warranties in other countries, [please visit www.Steiner.de](http://www.Steiner.de)

Burriss Company, Inc. (“Burriss Co. or “we”) warrants that its Steiner Binoculars, Riflescopes, Battle Sights, Rings, and Mounts products (excluding electronic components) will be free from manufacturing defects for the product’s lifetime from the date of purchase or delivery (whichever occurs later).

Burriss Co. also warrants that the electronic components of the Steiner Binoculars, Riflescopes, Battle Sights, Rings, and Mounts products will be free from manufacturing defects for a period of 3 years from the date of purchase or delivery (whichever occurs later) by the original purchaser. These warranties do not include accessories (such as slings, covers, anti-reflection devices, throw levers, and sunshades).

We will repair or replace the product if it is covered by these warranties. The warranty is automatically transferred to future owners, and future owners are encouraged to obtain proof of purchase from the original product owner. These warranties do not cover defects due to normal wear and tear, damage due to misuse, alteration to the product, loss, theft, deliberate damage, or cosmetic damage.

Please note that because Burriss Co. cannot control the quality of products sold by unauthorized sellers, these limited warranties apply only to products that were purchased from Burriss Co. or a Burriss Co. authorized seller in the United States, unless otherwise prohibited by law. Burriss Co. reserves the right to reject warranty claims from purchasers for products purchased from unauthorized sellers, including unauthorized Internet sites.

Products manufactured prior to 2014 are covered by the warranty as stated on the original packaging.

To register your product online, visit the Binoculars and Riflescopes [Product Registration](#) page. Failure to register your warranty does not diminish your warranty rights.

Steiner eOptics 2-Year Warranty

Covers all Night Vision Devices, Laser Aiming Solutions, Beacons and Battle Lights.

Valid in U.S. and Canada only.

For warranties in other countries, [please visit www.Steiner.de](http://www.Steiner.de)

Burriss Company, Inc. (“Burriss Co.” or “we”) warrants its Night Vision Devices, Laser Aiming Solutions, Beacons and Battle Lights products will be free from defects in workmanship and materials for a period of 2 years from the date of purchase or delivery (whichever occurs later) by the original purchaser. We will repair or replace the product if it is covered by this warranty.

This warranty does not cover defects due to normal wear and tear, damage due to misuse, alteration to the product, loss, theft, deliberate damage, or cosmetic damage. Please note that because Burriss Co. cannot control the quality of products sold by unauthorized sellers, these limited warranties apply only to products that were purchased from Burriss Co. or a Burriss Co. authorized seller in the United States, unless otherwise prohibited by law. Burriss Co. reserves the right to reject warranty claims from purchasers for products purchased from unauthorized sellers, including unauthorized Internet sites. To register your product online, visit the Laser Devices and Battle Lights [Product Registration](#) page. Failure to register your warranty does not diminish your warranty rights.

Warranty Service

For U.S. and Canadian warranty service instructions, visit the [Repairs](#) page.

Additional Legal Information

There are no other warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THESE WARRANTIES. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES SHALL BURRIS CO. BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THESE LIMITED WARRANTIES, BREACH OF CONTRACT, OR STRICT LIABILITY, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR OTHER ECONOMIC OR COMMERCIAL LOSSES. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

These warranties give the owner certain legal rights, and the owner may have other rights, which vary from State to State.

If you have any questions about whether a seller is authorized, call us at 1-888-440-0244 or email us at Policies-Steiner@steiner-optics.com.

If you would like a physical copy of these limited warranties, feel free to print this webpage, call our Customer Service team at 1-888-440-0244, or write us at Burris Company, Inc. 331 E. 8th Street, Greely, CO 80631, and we'd be happy to send you a copy.

Last Updated: July 1, 2023

Repairs

The following warranty repair information is for U.S. and Canadian customers only. For other countries and Steiner Distributors, please visit: www.Steiner.de

Binoculars and Riflescopes

If you are experiencing any problems with your Steiner optic or accessory, please first review the [manual](#) for helpful tips and information. Keep in mind that exterior parts which show wear from usage are not covered under the Steiner Heritage™ warranty.

To begin the repair or warranty claim process, please click here:

STEINER U.S. SUPPORT PORTAL

The following information must be included to complete any case. Please provide:

- **Date of Manufacture**
- **Serial number**
- **Approximate shot count**
- **Proof of purchase (for warranty claims)**

Repairs are done at our US facility and are currently averaging a 4-6 week turnaround.

Prior to shipping, please contact our customer service team for return information.

Laser Devices and Battle Lights

If you require warranty or repair service contact us by email or phone, and we will determine the best method of fixing your product.

Contact us by email info@steiner-optics.com, or call 1-888-550-6255

Parts

Many parts for Steiner products can be found at this website: www.steinerpartsdirect.com or by calling 772-325-1515, ext 1.

This is an independent company that helpfully stocks a large quantity of Steiner parts, including normal wear items like carrying straps, eyecups and lens covers.

<https://steiner.supportsync.com/>

Welcome to the Steiner Customer Service Portal.

First time here? We will walk you through the registration process if you've not logged in before. If you would like to make a warranty claim without registering for an account, please contact us at 1-888-440-0244 or by email at Policies-Steiner@steiner-optics.com.

Please Read Before Submitting

- Please submit a request, and our Technical Support team will be glad to answer your questions or assist you, including helping you with a warranty claim or with a return. This is our most effective way of communicating with you.
- Do not send in your product without first obtaining a Return Merchandise Authorization (RMA) number.
- If your product tracking shows "Delivered" to our facility, please allow 24 hours for it to show as "Received" in our system before calling to check status.
- Please allow 4-6 weeks for warranty repairs or replacements or parts requests. Live agents will not contact you unless we have a specific question about your product. All of our communications through the portal are automated and will be sent out via email. Specifics about your repair will be on your RMA return paperwork.

Hours of Operation

Monday-Thursday

8:00 am-4:30 pm MST

Friday

8:00 am-Noon MST

We are open for walk-in service Monday-Thursday 8:00 am-4:00 pm MST.

Please allow 24-48 hours during operation hours for an email response.



Submit a Request

Open a case to request product support or warranty service.

My Cases

View latest updates or respond to your existing support cases.

My Returns

View the status of returns (RMA) requests including tracking info.

