



730-Day Lens Guarantee for Carl Zeiss DVP and DVBP Products

Scope

- This policy applies exclusively to Carl Zeiss DVP and DVBP products. It covers any defects or malfunctions encountered within the first 730 days from the date of purchase. This policy explicitly excludes all other lenses manufactured or distributed by Carl Zeiss, done at Bril Optometry's Nationwide.

Guarantee Coverage

- Defects and Malfunctions; During the 730-day guarantee period, Bril will repair or replace, at its discretion, any Carl Zeiss DVP or DVBP lens that demonstrates manufacturing defects or malfunctions affecting its optical performance or functionality.
- Exclusions: The following scenarios are not covered by this guarantee:
 - Damage caused by misuse, negligence, or unauthorized modification of the lens.
 - Normal wear and tear, such as minor scratches or cosmetic imperfections that do not impact the lens's performance.
 - Loss or theft of the lens.
 - Damage resulting from accidents, natural disasters, or any other external factors beyond Bril's control.
 - Any issues arising from the use of the lens on incompatible or unsupported equipment.

Customer Responsibilities

- Proper Usage - Customers are responsible for using the lens in accordance with the manufacturer's instructions and recommendations. Failure to follow these guidelines may void the guarantee.
- Reporting Issues - Customers must promptly report any defects or malfunctions encountered during the guarantee period to Bril's designated customer service channels on orders@hellobril.co.za & hello@hellobril.co.za. This report should include a detailed description of the problem and, if applicable, supporting evidence such as photographs or videos.

Claim process

- Proof of Purchase - To be eligible for this guarantee, customers must provide a valid proof of purchase, such as a sales receipt or invoice, indicating the purchase date and the specific Zeiss DVP or DVBP lens bought at Bril.

Resolution Options

- Evaluation and Repair - Upon receiving a valid guarantee claim, Bril will evaluate the reported issue. If the lens is deemed eligible for repair or replacement under this guarantee, Bril will cover the necessary expenses, including labour, replacement parts, and return shipping.
- Replacement - If the lens cannot be repaired, Bril reserves the right to replace it with an equivalent or comparable model at its discretion. The replacement lens will be covered by the remaining duration of the original 730-day guarantee.
- Return Shipping - For guaranteed claims requiring repair or replacement, Bril will arrange and cover the cost of shipping the lens back to the customer.



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Limitations of Liability

- Bril's liability under this guarantee is limited to repairing or replacing the Carl Zeiss DVP or DVBP lens as outlined in this policy. Bril shall not be held responsible for any indirect, consequential, or incidental damages arising from the use or inability to use the lens covered by this guarantee.
- Modification or Termination - Bril reserves the right to modify or terminate this guaranteed policy at any time without prior notice. Any modifications or termination will not affect guarantee claims made prior to the effective date of the modification or termination.

Please note that this policy is subject to the laws and regulations governing consumer rights in the jurisdiction where the lens was purchased.

By using or purchasing a Carl Zeiss DVP or DVBP lens, the customer acknowledges that they have read, understood, and agreed to the terms and conditions outlined in this policy.