

Polaroid Legal

Warranty Policy



1. Warranty period

We warrant to the purchaser of our products contained in the original packaging to be free from defects in materials and workmanship when used and stored normally in accordance with Polaroid's user instructions for the following warranty periods:

Within the E.U.

New cameras, printers and music players: 2 years

Vintage cameras: 1 year

Film and accessories: limited warranty, assessed on a case by case basis.

Rest of World (USA, Canada, UK and Australia)

New cameras, printers and music players: 1 year

Vintage cameras: 1 year

Film and accessories: limited warranty, assessed on a case by case basis.

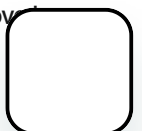
2. Additional Warranty

On top of the warranty period (as included in paragraph 1 above (Warranty Period)), an additional 6-months warranty extension for your Polaroid camera or printer may be applicable. To be eligible to this additional 6-months warranty period, you must (i) create an account on www.polaroid.com, and (ii) register your camera or printer within 30 days of purchase via the [camera registration process](#).

The eligibility to the additional 6-months warranty period applies only to cameras and printers purchased in the original packaging via www.polaroid.com or an official retail partner of Polaroid.

The additional 6-months warranty period commences when the warranty period as referred to in paragraph 1 above has lapsed.

All terms and conditions of this Warranty Policy apply according to the additional 6-months warranty period.



3. How to Obtain Warranty Service

Please note that the warranty service contained herein only applies to products purchased through this website, with the exception of the registered Polaroid cameras and printers (see paragraph 2. Additional Warranty). In case you have purchased the defective product from a reseller, please contact such reseller for its warranty service. In case you might have problems to find a solution with such reseller, you may contact our customer service.

If you have made a purchase through this website, before receiving warranty service, you need to contact our customer service by email: service@polaroid.com. Polaroid may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Polaroid's procedures for obtaining warranty service.

In returning the product, the product must be delivered in either its original packaging or packaging affording an equal degree of protection.

Important: Do not attempt to open the product or remove any protective caps attached to the product. Opening the product or removing protective caps may cause damage that is not covered by this limited warranty. Only Polaroid should perform service on this product.

4. Extent of warranty

If your warranty claim has been accepted, Polaroid will then, at its sole discretion, (i) replace the product that is returned or (ii) exchange the product for a refund of your purchase price of which Polaroid may deduct a reasonable amount for depreciation.

A replacement may be made by a new or reconditioned product, at Polaroid's sole discretion. Polaroid only warrants such quality as was given at the time of the rendering or acceptance of the goods. This means that in case of a purchase of a refurbished camera, you usually do not buy a specific camera but a camera out of a range of certain cameras (e.g. Polaroid 600 Camera - Square). In consequence this means that in case of a replacement, the replacement camera will be out of that same range but might differ from the camera replaced.

When a product or part is replaced or when a refund is provided, any replacement item becomes your property and the replaced or refunded item becomes Polaroid's property.

5. Exclusions from warranty

Our warranty does not apply to:

Unpacked film cassettes, film shield and filters, unless storage and use have been fully compliant with our various user instructions provided with the product and on our website;

software;

cables;

batteries;

other consumable parts that are designed to diminish over time

our accessories.

to damage caused by use with a third party component or product;

to damage caused by accident, abuse, misuse, mishandling, misplacement, or alteration;

to damage caused by fire, earthquake, electrical power problems, theft, or other external cause;

to damage caused by operating the product outside Polaroid's published guidelines and/or with incompatible accessories or a third party device;

to damage caused by service performed by anyone who is not authorized by Polaroid;

to a product that has been modified to alter functionality or capability without the written permission of Polaroid;

to defects caused by normal wear and tear or otherwise due to the normal aging of the product;

to damages or defects due to a failure to follow operating or maintenance instructions or due to services performed by anyone other than Polaroid;

if the serial number of the product has been removed or altered;

to damage caused as a result of improper transportation or packing/packaging when returning the product; and

if Polaroid receives information from relevant public authorities that the product has been stolen or if you are unable to present proof of purchase.

6. Limitation of Liability

Our liability is strictly limited to repairing or replacing the product. We do not acknowledge any liability for indirect or consequential loss of any kind due a defective product.

7. Consumer rights

This warranty is in addition and does not derogate from any of your (local) statutory consumer rights.

The Polaroid logo is displayed in a bold, lowercase, sans-serif font. The word "polaroid" is split into two parts: "pol" and "roid", with a significant gap between them. The letters are black and have a clean, modern appearance.



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SIGN UP

About



Support



Social



Cameras



Film



Extras



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