

WARRANTY FOR MATERIAL DEFECTS

If the performance of the product you received is defective – for example, it is damaged or missing parts – you may be entitled to warranty rights for material defects. These rights are valid for 2 years, commencing on the day of performance (time of receiving the product).

The warranty does not cover scratched lenses or any damage resulting from regular use or handling. Additionally, any accidents (including dropped or dented products), modifications, or adjustments made to COLORON products (e.g. fitting prescription lenses) will void the warranty coverage. Damage resulting from improper, abnormal, or accidental use, as well as lost products or any missing accessory parts, is not covered.

You may request a repair or replacement, unless this is impossible or would involve unreasonable additional costs for us compared to other available warranty remedies. If that is not possible, you may request a price reduction or, in the case of a significant defect, withdraw from the contract. (Withdrawal is not available for minor defects).

You must notify us of the defect as soon as you become aware of it. Any notification made within 2 months of discovering the defect will be considered timely. We cannot be held responsible for any delays in reporting. If the defect appears within 6 months of receiving the product, it will be presumed to have existed at the time of performance, unless this presumption is incompatible with the nature of the goods or the type of defect.

PRODUCT WARRANTY

If the product is defective—due to it does not comply with the quality requirements applicable at the time of placing the product on the market, or if it does not have the characteristics indicated in the description provided by the producer—you may also have rights against the distributor or directly against the producer under product warranty.

You may request repair or replacement only; no refund is available under the product warranty. The claim must be made within 2 years of the product being placed on the market.

You shall be required to prove the defect. The producer or distributor is not liable if it can prove that it has not produced or distributed the product within his business activities or independent professional activities; the defect was not recognisable given the state of scientific or technical knowledge when the product was placed on the market; or the product's defect was caused by the application of a law or a mandatory authority provision.

GUARANTEE

The guarantee period is 2 years, commencing on the day of performance (time of receiving the product). During this period, you are primarily entitled to request repair.

You may request replacement after the first unsuccessful repair attempt, if it has been established that the product is not repairable and you do not request the fulfilment of another claim.

If the product fails again after three repairs, or is not repaired within 30 days, you may request a replacement, or if that is not possible, a full refund.

The guarantee is valid with a guarantee certificate. If this certificate is defective or missing, your guarantee rights remain valid.

You may enforce warranty and guarantee claims concurrently for the same defect. However, once a remedy has been successfully exercised for that defect (e.g. the product has been replaced), the same claim cannot be pursued again on another legal basis.

GENERAL GUIDANCE ON WARRANTIES AND GUARANTEE

The above information applies **exclusively to products purchased through coloron.eu**. For details regarding warranties and/or guarantee coverage on products purchased elsewhere, please contact the retailer directly or reach out to us at the following address: returns@coloron.eu

The above information is for guidance only. For more details and the officially applicable terms, please refer to our [General Terms and Conditions](#).

If you have any further questions, please [contact us](#)!