

Burriss Warranty at <https://www.burrisoptics.com/customer-service/warranty>

## Warranty Information

### Forever Warranty (Non-Thermal Optics) and Three Year Limited Warranty (Thermal Optics)



All Burriss Optics (with the exception of Thermal products) are covered by the Burriss Forever Warranty™. Burriss Company, Inc. ("Burriss Co. or "we") warrants that its Burriss Optics products (non-thermal optics products) 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 its Burriss Thermal Optics 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.

Burriss Co. will repair or replace, at its option, your Burriss optic if it is covered by these warranties. The warranty for Burriss Optics (non-thermal optics) products is automatically transferred to future owners, and future owners are encouraged to obtain proof of purchase from the original product owner.

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.

- No repair or replacement charge
- No warranty card needed

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.

## How It Works

For warranty service...

- Please visit our support portal to submit a request for warranty service: [Burriss SupportSync](#). Please note that you will be asked to submit proof of purchase and obtain a Return Merchandise Authorization (RMA) number prior to sending your product to us.

- Insure the shipment and keep the shipment tracking records. Burris Co. is not responsible for your product until we physically receive it at the specified location.
- Prepay the shipping charges and ship by mail, UPS, or other parcel service. Please mark your RMA number clearly on the outside of your package.
- For warranty claims outside the U.S., contact your nearest [Burris distributor](#) for shipping and warranty instructions.

Burris Co. pays for shipping back to you.

## 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-Burris@burrisoptics.com](mailto:Policies-Burris@burrisoptics.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, Greeley, CO 80631, and we'd be happy to send you a copy.

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## Subscribe to Burris

Sign up now! Receive emails about rebates, promotions, and brand new products.

Outside of the U.S.? Click below to learn more:

- [International Thermal Warranty](#)

<https://www.burrisoptics.com/customer-service/warranty/thermal>

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

Welcome to the Burris Customer Service Portal.

**\*\*\*Please Note Burris Inc. Holiday Closures\*\*\***

Burris Company, Inc. will be closed December 22nd at 12:00 P.M. through December 26th for the Christmas Holiday. Burris Company Inc. will be closed December 29th at 12:00 P.M. for New Years Holiday and will be returning on January 2nd.

**\*\*Shipping will be closed January 2nd - January 6th for inventory. No shipments will go out at that time.**

First time here? Clicking on submit a request below will prompt you to register for an account, or you can simply sign in if you already have an account. If you would like to make a warranty claim without registering for an account, please contact us at 1-888-440-0244 or email us at [Policies-Burris@burrisoptics.com](mailto:Policies-Burris@burrisoptics.com).

Please click on submit a request and our Technical Support team will be glad to answer your questions, create a parts order, help you with a warranty claim, or assist you with a return. Once you have registered, you can keep track of repairs, parts requests, and communicate directly with our support team.

You are encouraged to register your Thermal Optic product but failure to do so does not diminish your warranty rights.

We politely request that you don't send in your product without first obtaining a Return Merchandise Authorization (RMA) number. This will ensure that we have all the necessary information about your warranty claim or return and we know who the product belongs to.

Please allow 2-3 weeks for warranty repairs or replacements and 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 are **Monday-Thursday 8:00 am-4:30 pm, and Friday 8:00 am-Noon Mountain Time. We are open for walk-in service Monday-Thursday 8:00 am-4:00 pm.** Please allow 24 hours during operation hours for an email response.

## **Thermal Product Registration**

### **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.