



Vixen warrants its products to be free from initial defects in materials and workmanship for a specified period based on part type:

Vixen Electronic Parts: Limited One Year Warranty

Vixen Mechanical Parts: Limited Two Year Warranty

These warranties do not cover defects caused by owner negligence. If a product has a qualifying defect, Vixen will repair or replace such product or part thereof that upon inspection by Vixen or an authorized representative is found to be defective in materials or workmanship. As a condition to the obligation of Vixen to repair or replace such product, the product must be returned together with proof-of-purchase and product registration satisfactory to Vixen.

Repair Procedure:

To initiate the repair process for any Vixen product that presents with a defect during the period covered by the warranty, please contact a Customer Service representative at (866) 252-3811 to obtain a Return Merchandise Authorization (RMA) number and shipping address information.

Once you have received the RMA number, return said product or part to Explore Scientific. Customers are responsible for all shipping costs related to repairing the unit both returning the product to our facility and return shipment. In the event that you must return your Vixen product to Explore Scientific, we recommend that you use a carrier that offers shipment tracking for all returns with the ability to insure your package for full value and safe return to Explore Scientific so that you are completely protected if the shipment is lost or damaged in transit.

(If you choose not to (1) use a carrier that offers tracking or (2) insure or declare the full value of the product, you will be responsible for any lost shipment.)

Each return must include the RMA number (which should be written on the outside of the box), and proof of purchase to show that the return is within the warranty window, a written statement detailing the nature of the claimed defect, as well as your name, return shipping address, and a phone number where we and/or the carrier returning your product can reach you. (Usually included on the RMA Paperwork)

Once the product arrives at Explore Scientific, our Quality Control team will inspect the item and address the reported problem if possible. If the Explore Scientific representatives are unable to repair the product, it will need to be returned to Japan for repair. At that point, the customer will be notified that the item needs to be returned to Japan for repair. Customer will be informed of bi-directional shipping costs related to returning the product to Vixen headquarters in Japan. To reduce those costs, Explore Scientific will be consolidating shipments to Japan once a month, and said product will also return together once corrected.