



Walters Telescopes Limited Lifetime Warranty

Congratulations on your purchase of a Walters Monocular Telescope!

This telescope has a limited lifetime warranty. It is warranted for any manufacturer defects for the lifetime of the original purchaser. Normal wear and tear and abuse (accidental or otherwise) is not covered under the warranty.

Determination of cause of defect is at the sole discretion of Mattingly Low Vision, Inc.

Problems with Walters products are rare, but if you encounter one with your telescope, please call Mattingly Low Vision, Inc. at 888.642.0842 before returning the item. The cost of shipping the item to Mattingly Low Vision will be paid by the customer. If Mattingly Low Vision determines that the issue is a manufacturer's defect, the item will be repaired under the warranty. If the item is unable to be repaired, a replacement will be provided. Mattingly Low Vision will pay for return shipping. If Mattingly Low Vision determines that the telescope was subject to normal wear and tear or abuse (accidental or otherwise), the customer will be notified of the cost to repair the telescope. The customer will then direct Mattingly Low Vision to repair or return the telescope. For non-warranty covered issues, the customer will be charged for return shipping.

Examples of normal wear and tear and abuse includes, but is not limited to, the following: (1) water damage; (2) dirt inside of the telescope; (3) smashed or dented housings; (4) chipped lenses; (5) separated lens elements; (6) missing or worn-out parts; (7) telescopes disassembled by customer.

Mattingly Low Vision, Inc. will not be responsible for loss or damage during shipment.

Telescopes that are returned to Mattingly Low Vision should be sent to the following address:

Mattingly Low Vision, Inc.
135 Rio West Drive, Bldg. B
El Paso, Texas 79932
Attn: Walters Repairs