



## Description of Premium Service - Terms and Conditions

### General Terms and Conditions:

The extended warranty, which offers the same conditions as the 1-year manufacturer's warranty as well as the supplementary benefits of the service package, is valid worldwide – irrespective of where the purchase was made. The Leica S-System dealer where you bought the product or the dealer closest to your home (a list of the dealers worldwide can be found at the Leica homepage) is your first contact person, if you require service. This dealer is responsible for managing the repair of your product, its exchange and the loan of replacement equipment. If there is no Leica S-System dealer within a radius of 150 km, please contact your local agent or the Leica S-System Repair Helpline in order to discuss further measures. The service packages are sold exclusively by Leica S-System dealers and are concluded with a registration made by the Leica S-System dealer at the Leica homepage. After the registration the dealer gives the customer a printed copy of a certificate, which serves as proof when the customer requires one of the services. In addition, the relevant data is stored in a central database, which can be accessed in the Dealers' Area of the Leica homepage.

The service packages can be purchased at a later date at any time. However, the validity period of the service packages always commences on the initial date of purchase of the S-System product. In order to verify the date of purchase, Leica reserves the right to request the purchase documents (completed warranty card and a copy of the invoice). If the doubts concerning validity prove to be legitimate, Leica can reject claims to the service package. In case of product exchange, the customer is given an updated version of the certificate with the new serial number. The validity period (initial date of purchase of the product) remains unaffected by the exchange. The service packages are product-related and not customer -related, i.e. if the customer sells the product, the service package can be transferred to the product's new owner. It is not possible to return the package.

The transport costs for defective equipment and the dispatch and return of equipment on loan are covered by Leica Camera AG. If the dispatch and return of the equipment is not carried out by the official Leica service provider (UPS), Leica will reimburse the shipping costs up to a maximum value of EUR 100.- per transaction, providing the customer submits proof of these costs.



The following describes the individual services offered in the Premium and Platinum packages. In all other respects, the general warranty terms and conditions for the Leica S-System apply.

### **1-year warranty extension**

The 1-year manufacturer's warranty is extended by 12 months to cover a total of 2 years following the initial date of purchase.

### **Leica S-System Repair Service**

1. The first contact person is your Leica S-System dealer.
2. If there is no Leica S-System dealer within a radius of 150 km, please contact your local agent.

The current list of S-System dealers and local agencies can be found at [www.s.leica-camera.com](http://www.s.leica-camera.com).

3. Leica has set up a S-System Repair Helpline in order to ensure an even better presence.

The Leica S-System Repair Helpline serves as a back-up for cases where the first contact person, the dealer or the second contact person the local Leica agent, is not able to help.

Leica Solms: Tel.: (+49 (0) 6442 - 208 - 555), Mo.-Fr. 9a.m.-5p.m. (CET),  
Fax: (+49 (0) 6442 -208-339), E-mail: [S-System-Repair@leica-camera.com](mailto:S-System-Repair@leica-camera.com)

Leica USA: Tel.: (+1 800-631-1584), Mo.-Fr. 9a.m.-5p.m. (EST),  
Fax: (+1 201 - 995 - 1686), E-mail: [S-System@leicacamerausa.com](mailto:S-System@leicacamerausa.com)

### **Exchange within the first 3 months after purchase**

If a defect which is covered by the manufacturer's warranty occurs within the first three months after purchase, the customer is entitled to an exchange for a product without defects. The exchange is carried out, after verification of the claim, by the Leica S-System dealer, the local agent or the Leica Repair Helpline.

### **Availability of replacement parts for 6 years**

Leica maintains a supply of replacement parts for its service package customers for a period of 6 years following the date of purchase. If, by way of exception, a replacement part is not available, customers will be provided with a new unit.



### **30% discount on repairs**

If repairs are required that are not covered by the S2 warranty and therefore not free-of-charge, e.g. defects resulting from improper handling (e.g. damages caused by a fall/blow or water), the customer receives a 30% discount on the repair carried out by Leica in Solms or an authorised Leica S-System repair shop. The discount is only valid for the repair of the technical function and not for cosmetic work.

The discount on repairs can only be claimed one time during the period of validity of the service package.

### **Exceptions**

The following exceptions apply to the warranty and package services:

In accordance with the general terms and conditions, damages caused by improper handling (e.g. fall / blow, water, dust / sand) will not be repaired free-of-charge under the warranty or as part of the service package. In case of improper handling, it is not possible to exchange the unit within the first 3 months after purchase and transport costs are not covered. As described in the package, a 30% discount will be given for a repair carried out by Leica.