



Description of Platinum Service - Terms and Conditions

General Terms and conditions:

The extended warranty, which offers the same conditions as the 1-year manufacturer's warranty and the extended benefits of the service package, is valid worldwide, irrespective of where the purchase was made. The Leica S-System dealer from whom 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, for its exchange and for the loan of a replacement unit during repair. If there is no Leica S-System dealer within a radius of 150 km, please contact your local agency 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 concerning 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.

Costs for the transport of the defective equipment and the dispatch and return of the equipment on loan are covered by Leica Camera AG. If the dispatch and return of the unit is not carried out by the official Leica service provider (UPS), Leica will reimburse 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.

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

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

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

Free replacement unit during repair

The customer is entitled to loan a similar replacement unit for the duration of repairs. Leica has set up and manages a pool of replacement cameras available for loan. These are spread geographically across the regions. After having verified that the customer is entitled to loan equipment, the dispatch is organised by Leica Solms or individual local agencies in Europe and Africa and by Leica USA in America and by the individual local agencies in Asia and Australia. The Leica S-System dealers manage the loan. The loan process does not take place directly between Leica and the customer.

The replacement unit is generally available on the following working day. Leica strives to offer a "next day" service together with its logistics service provider, subject to the loan request being submitted by 4 p.m.. This service depends on the country-specific import and customs regulations and can therefore not be guaranteed worldwide. This Platinum service feature can not be offered in Central and South American countries and India. Leica strives to make the replacement unit available as quickly as possible.

In order to avoid delays in the execution of repairs or loans, all parties involved (dealers, local agencies, Leica) undertake to forward the product(s) by express delivery within 2 working days.

The customer is liable for loss, destruction or damages caused to the replacement unit during the duration of the loan.



Free maintenance (incl. shutter)

The customer receives one maintenance service for the product by the Leica Customer Service in Solms free-of-charge. The maintenance measures include cleaning, inspecting and adjusting the overall functioning in accordance with the inspection and acceptance conditions of Leica Solms as well as repair work in case of malfunction (incl. materials).

In addition, the customer is entitled to the replacement of the focal plane or central shutter free-of-charge, providing the shutter needs to be replaced during the period of validity of the service package; this is also valid for more than 100,000 exposures. The separate Leica warranty for repairs covers the replacement of the focal plane or central shutter for a period of one year or for a maximum number of 100,000 exposures, depending on which of the two occurs first.

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, the free loan service is not offered and transport costs are not covered.

As described in the package, a 30% discount will be given for a repair carried out by Leica.