

FUJIFILM Extended Warranty Terms and Conditions for New Zealand

What is a warranty?

We thank you for purchasing this FUJIFILM product. Your product has been manufactured to precise standards, with rigid quality control through every part of the manufacturing process. When you bought your FUJIFILM product, you were given a warranty, which means for a certain period after purchase, any manufacturing defect will be repaired free-of-charge. Our products are extremely reliable, but like all complex equipment, it is possible that faults can develop over time.

How long does the FUJIFILM X Series 3 Year Extended Warranty last?

The warranty period for FUJIFILM X Series cameras and lenses bought in New Zealand is 36 months. The warranty period begins from the date printed on receipt. This Warranty is not transferrable.

What do I need to claim a free repair under warranty?

All you will need is the receipt that you were given by the New Zealand authorised FUJIFILM outlet you bought your FUJIFILM X Series camera and/or lens from. It's very important that you look after your receipt, as without this evidence you cannot claim your warranty. You do not need to present a Warranty Card to claim your warranty.

What products are covered by the warranty?

FUJIFILM X Series 3 Year Extended Warranty covers FUJIFILM X Series cameras and lenses

What is not covered by the warranty?

The warranty does not cover normal wear and tear, scratching, abrasions or cosmetic damage. More specifically, it does not cover damage caused by:

- Any misuse or improper handling (the camera should be protected if carried in a bag or a case)
- Dropping or knocking the product
- A repair, modification or cleaning done by anyone other than FUJIFILM NZ Ltd or a FUJIFILM Authorised Service Centre.
- Leaking or exhausted batteries
- Improper storage (extremes of temperature or humidity)
- The presence of water, sand, dust etc into the camera

How do I claim a repair under warranty?

You can either take or send the product to the New Zealand authorised FUJIFILM outlet you bought it from or direct to FUJIFILM NZ Ltd. Subject to any rights available to you under any applicable statute you must meet the cost for sending the product back to the New Zealand authorised FUJIFILM outlet or to FUJIFILM NZ Ltd. The cost of returning the product to you will be met by the New Zealand authorised FUJIFILM outlet you bought it from or by FUJIFILM NZ Ltd.

What happens if I bought the camera somewhere different from where I live?

If you bought your FUJIFILM X Series camera and/or lenses outside of New Zealand, the FUJIFILM 12 month standard warranty will apply to your product. The FUJIFILM X Series 3 Year Extended Warranty only applies for FUJIFILM X series cameras and lenses bought in New Zealand from authorised FUJIFILM outlets in New Zealand or direct from FUJIFILM NZ Ltd.

What happens if I have lost my shop receipt?

If you have lost your receipt, you will have no evidence that the product is within its warranty period, so regrettably you will have to pay for the repair.

How do I go about getting a repair under warranty?

You will need to return your product together with a copy of the New Zealand authorised FUJIFILM outlet receipt to:

- the authorised FUJIFILM outlet you bought it from; or
- direct to FUJIFILM NZ Ltd.

Make sure that:

- the product is packed with sufficient protection to prevent any further damage. It is your responsibility to ensure that the product arrives safely.
- you give us your name, address, telephone number and e-mail address (if you have one) – otherwise we cannot return the product to you!. Please do not send us any accessories, like media cards, batteries, software CDs or manuals.

Other Conditions

1. Subject to any rights available to you under any applicable statute FUJIFILM NZ Ltd liability is strictly limited to repairing or replacing the product and FUJIFILM will have no liability for indirect or consequential loss of any kind due to a defect with the product.
2. Subject to any rights available to you under any applicable statute FUJIFILM NZ Ltd accepts no liability for loss of data or pictures caused by the product's malfunction.
3. FUJIFILM NZ Ltd reserves the right not to repair a product under warranty if the serial number has been removed, altered or defaced.
4. FUJIFILM NZ Ltd will normally use new parts, but reserves the right to use reconditioned or repaired parts.
5. Any defective parts replaced in the camera become the property of FUJIFILM NZ Ltd.
6. This warranty is in addition to (and does not affect) your statutory rights as a consumer.
7. FUJIFILM NZ Ltd reserves the right to replace the entire product as an alternative to a repair.
8. If products are sent to FUJIFILM NZ Ltd without any contact details, FUJIFILM NZ Ltd reserves the right to dispose of your product six months after receipt.
9. If a product is sent to FUJIFILM NZ Ltd without adequate protection, and the product is damaged in transit, FUJIFILM NZ Ltd reserves the right to charge for any extra repair.