



Leica Camera AG - Leica Service Certificate - General Terms and Conditions -

Leica Camera AG ("LEICA") is a premium manufacturer of high-quality cameras, lenses and sport optics products. The products are characterized by their high quality and the associated value stability.

LEICA offers interested customers ("CUSTOMER") technical testing and certification of selected products listed under this link: [Leica Camera Service](#)

The following General Terms and Conditions apply to the Leica Service Certificate ("LSC").

1. Technical Inspection

A product submitted for certification is tested with LEICA-certified measuring and testing equipment according to standardized specifications.

2. Leica Service Certificate

If a product meets all test criteria, an LSC is issued. The LSC includes a 24-months warranty from the date of issue.

If a product does not meet one or more test criteria, the CUSTOMER will receive a cost estimate if the cause can be repaired. If the CUSTOMER then decides for repair, LEICA's General Terms and Conditions of Repair apply. Following the repair, the product is again technically checked, and an LSC is issued, which includes the 24-months warranty from the date of issue. In any case, the costs for the LSC are incurred only once.

If the CUSTOMER does not wish any repair, an LSC without warranty will be issued.

3. Warranty Services

Upon presentation of the LSC including a warranty, any malfunctions occurring during the warranty period which were subject to technical inspection will be repaired free of charge and at LEICA's discretion by repairing or replacing defective parts as far as technically possible. Further claims shall be excluded.

There is no warranty claim if the damage is caused by improper handling (e.g. damage from falling/impact, water, dust/sand), improper use (including repair or maintenance work not carried out by LEICA or a partner authorized by LEICA), damaging influences, or if the serial number is unrecognizable. Also excluded from the warranty are pixel, column and line errors as well as any contamination of the optical system.

The CUSTOMER's rights under this warranty shall apply in addition to any warranty rights.



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4. Prices

The prices for the technical examination and issue of the LSC are listed here: [Leica Camera Service](#)

All invoices are due immediately without any deduction, payable in advance by bank transfer or credit card.

5. Complaint/Dispute resolution

The EU Commission provides a platform for out-of-court dispute resolution. This gives consumers the opportunity to initially settle disputes in connection with their online order without the intervention of a court. The dispute resolution platform can be accessed via the external link <http://ec.europa.eu/consumers/odr>.

LEICA does not participate in alternative dispute resolution by arbitration tribunals under the Consumer Dispute Resolution Act.

6. Withdrawal instruction

The CUSTOMER has a withdrawal right according to the cancellation policy. Further information can be found on the next page.

If the CUSTOMER requests that the provision of the services commence during the withdrawal period, the CUSTOMER shall pay LEICA a reasonable amount corresponding to the proportion of the services already provided up to the time when the CUSTOMER notifies LEICA of the execution of the right of withdrawal with respect to this Agreement in relation to the total scope of the services provided for in the Agreement.



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Revocation instruction

The CUSTOMER has the right to revoke this contract within 14 days without giving reasons. The revocation period shall be 14 days from the date of conclusion of the contract.

In order to exercise the right of revocation, the CUSTOMER must inform LEICA by means of a clear statement, e.g. a letter or e-mail, of his decision to revoke this contract. The CUSTOMER may use the attached sample revocation form, which is however not mandatory.

To comply with the revocation period, it is sufficient for the CUSTOMER to send the notification of exercising the right of revocation before the expiry of the revocation period.

The revocation shall be addressed to:

Leica Camera AG
Am Leitz-Park 5
35578 Wetzlar
Deutschland
E-Mail: customer.care@leica-camera.com

Consequences of revocation

If the CUSTOMER revokes this contract, LEICA shall reimburse the CUSTOMER for all payments received by LEICA from the CUSTOMER, including delivery costs (except for additional costs resulting from the CUSTOMER's choice of a type of delivery other than the cheapest standard delivery offered by LEICA), without undue delay and at the latest within 14 days of the day on which LEICA receives notification of the revocation of this contract. For such repayment LEICA shall use the same means of payment as used by the CUSTOMER in the original transaction, unless expressly agreed otherwise with the CUSTOMER, in which case no charges shall be made to the CUSTOMER for such repayment.

LEICA bears the cost of returning the goods.

If the CUSTOMER has requested that the provision of the Services commence during the revocation period, the CUSTOMER shall pay LEICA a reasonable amount equal to the proportion of the Services already provided up to the time when the CUSTOMER notifies LEICA of the exercise of the right of revocation in respect of this Agreement in relation to the total scope of the Services provided for in the Agreement.

End of the information about rights of revocation



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Sample Revocation Form

(complete and return this form only if you wish to withdraw from the contract)

To:

Leica Camera AG
Customer Care
Am Leitz-Park 5
35578 Wetzlar
Germany

Email: customer.care@leica-camera.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/
for the provision of the following service (*),

- Ordered on _____ (*)/received on _____ (*),

- Customer Name _____

- Address _____

Signature of customer(s) (only if this form is notified on paper)

(*) Delete as appropriate.