

# Service Element Description

## Premium Extended Warranty

### **Price**

The annual cost of our Premium Extended Warranty is 9% of the current list price of the purchased product. Camera Dynamics reserve the right to increase or decrease that price according to their discretion and without prior notice.

### **Extended Warranty Period**

This can be purchased in yearly increments and may be renewed annually until the product reaches 6 years old, from first date of purchase from new. No warranty is available after the expiry of 6 years from first date of purchase from new.

Can be purchased at a discount of 3% less than the above cost where coverage is purchased for a block of three (3) years.

Extended warranty cover starts at the expiry of the second year of manufacturer's warranty. Two years of manufacturer's warranty is provided automatically when buying an extended warranty on a brand new product. Therefore the Premium Extended Warranty would commence at the beginning of the 3<sup>rd</sup> year from first date of purchase from new. The maximum extended warranty period would cease at the expiry of the 6<sup>th</sup> year, from first date of purchase from new.

Can be purchased with a combination of a 3 year and 1 year warranty to provide a total paid for extended warranty of 4 years, providing all 4 years still fall within the first 6 years of purchase from new.

### **When Can Premium Extended Warranty Be Purchased?**

Premium Extended Warranty can be purchased at point of sale with the new product purchase.

This warranty can be purchased at any time within 4 years of date of first purchase from new.

If warranty is purchased outside of the first 2 years free manufacturer's warranty then the product will need to be given a 'Pre-Warranty Service' service prior to the Premium Extended Warranty contract being granted.

The cost of 'Pre-Warranty Service' will be dependent on the equipment to be serviced and the level of parts and labour required to return the product to normal operating function.

Any works required to return the product to normal operating function before a warranty can be granted will be provided as a written estimate. Written consent to these works will be required from the customer before they are carried out.

The cost of shipping the product to Camera Dynamics for a pre-warranty inspection service will be the responsibility of the customer. The cost of returning the product to the customer's country of origin will be the responsibility of Camera Dynamics. Products can only be returned to countries of origin, in this instance the UK, France or Germany.

If estimated works are not agreed to by the customer, the product will be returned and a warranty will not be granted.

### **Service Description**

The Premium Extended Warranty is an extension of our original Manufacturer's Warranty and includes costs associated with the repair of warranty covered defects as well as covered maintenance to the product to maintain it in functional working order.

The Premium Extended Warranty includes cover for all manufacturing defects as well as maintenance cover for reasonable wear and tear. Wear and tear covers all parts and mechanisms associated with the performance and operation of the equipment, but does not include cover for cosmetic wear and tear, which has no effect on performance.

The Premium Extended Warranty package includes coverage for repair or replacement of the product at the sole discretion of Camera Dynamics.

Costs relating to the return of a warranted product from Camera Dynamics premises to the customer are limited to the country of origin that warranty was purchased. Country of origin is limited to UK, France and Germany.

Any damage to warranty items that occurs during transit from Camera Dynamics premises will be the responsibility of Camera Dynamics.

On completion of repair or service we will provide the customer with a revised warranty certificate, to include any warranty work undertaken and the date.

### **Exclusions**

The Premium Extended Warranty is not available to rental houses, or military establishments.

The Premium Extended Warranty does not cover damage caused through misuse, water ingress, any form of contamination, or accidental damage of any description.

All warranty work can only be undertaken by Camera Dynamics employed service engineers.

All costs associated with transporting a warranted product to Camera Dynamics are the responsibility of the customer.

Products can only be returned to the country of origin in which the warranty was purchased. Forward shipping costs to alternative destinations remain the responsibility of the customer. The countries of origin are limited to UK, France and Germany.

Any damage to warranty items that occurs during transit to Camera Dynamics will be the responsibility of the customer.

### **Warranty Commencement**

The Premium Extended Warranty will become valid when payment has been taken from the customer's account.

### **Warranty Pack**

Within 2 weeks of date of purchase of Premium Extended Warranty, the customer will receive, via email, a welcome pack which will include terms and conditions, warranty claim instructions and the certificate of warranty.

If the equipment which has extended warranty is sold, then the new owner must send the warranty certificate to Camera Dynamics stating date of purchase and their name, address and contact details in order for the warranty to be transferred.

### **Warranty Cancellation**

Customers retain the right to cancel their warranty contract within 45 days of purchase and any money paid for the warranty will be returned in full. Notice of that decision must be made to Camera Dynamics in writing. If a claim against the warranty is made within the 45 days, the cost of the warranty claim will be subtracted from the original warranty price and any additional cost will be the responsibility of the customer.

After the 45 day rescission period all monies paid for the warranty contract are non-refundable.