

Warranty conditions

What is a warranty?

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 by FUJIFILM 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 my warranty last?

The warranty period for products bought is **12 months**. The warranty period begins from the date printed on your shop or Web receipt.

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

All you will need is the receipt that you were given by the shop or Website or you bought it from. It's very important that you look after your receipt, as without this evidence you cannot make a claim on your warranty.

What if the warranty period has expired?

If the warranty period has expired, you will need to pay for the repair. You should contact the shop or Website you bought it from to find out how much the repair will cost. Then you can decide whether or not to go ahead.

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 lens 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 or a FUJIFILM Authorized Service Center
- Improper storage (extremes of temperature or humidity)
- The entry of water, sand, dust etc. into the lens

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.

Other Conditions

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