



Leica Service Certificate

- Terms and Conditions -

Leica Camera AG ("LEICA") is a premium manufacturer of high-quality cameras, lenses and sports 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 Service Certificate - Products](#)
The following General Terms and Conditions apply to the Leica Service Certificate.

Für das Leica Service Certificate gelten die nachstehenden Allgemeinen Geschäftsbedingungen.

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, a Leica Service Certificate is issued. The Leica Service Certificate includes a twelve-month 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 a Leica Service Certificate is issued, which includes the twelve-month warranty from the date of issue; no further costs arise.

If the CUSTOMER does not wish any repair, a Leica Service Certificate without a twelve-month warranty will be issued.

3. Warranty Services

Upon presentation of the Leica Service Certificate 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.



4. Prices

The prices for the technical examination and issue of the Leica Service Certificate are listed here: [Leica Service Certificate - Price List](#).

All invoices are due immediately without any deduction and payable in cash or by credit card upon pick-up, or by credit card, direct debit or cash upon delivery when shipped. The cash on delivery service is only available in Germany and only up to a maximum amount of EUR 5.000,00 an additional service fee of EUR 3,00 will be charged.

5. Compliant / 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 or under this [link](#).

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.