

CONDITIONS OF EXTENDED WARRANTY FOR BROADCAST

Thank you for purchasing this Extended Warranty for your Panasonic professional camera (the “Product”).

1. The Guarantee exists in addition to the statutory and/or contractual dealer warranty and does not in any way restrict your rights as a buyer out of such warranty or under any applicable consumer protection law.

2. This Extended Warranty covers the products listed in the table below. The Panasonic standard guarantee period for the product, as defined in below table, is valid from the date of purchase of the product by its first end user. The Extended Warranty (additional 2 years) shall be applicable from the last day of the Standard Guarantee period. It is a condition of the Extended Warranty that the original sales receipts of both the Product and the Extended Warranty extension certificate, be presented showing the date of purchase. In order to be valid, the Extended Warranty must be activated by registering the Product on <https://business.panasonic.co.uk/service/> within sixty (60) days of purchasing the Extended Warranty. This will be verified when a claim is made under the Extended Warranty.

Product		Standard Guarantee period (valid from date of purchase from first end-user)	Extended Guarantee period (valid from last day of Standard Guarantee)
AK-MSU1000GJ-4YR AJ-CVF50GJ-4YR AK-HC5000GSJ-4YR AK-HRP1005GJ-4YR AK-UCU600ESJ-4YR AK-HRP250GJ-4YR AK-HVF75GJ-4YR AK-UC3300GSJ-4YR AJ-CVF70GJ-4YR	AK-UCU500ESJ-4YR AK-UC3000GSJ-4YR AK-HRP1000GJ-4YR AK-HRP1015GJ-4YR AK-UC4000GSJ-4YR AK-HVF100GJ-4YR AK-HCU250ESJ-4YR AK-HC3900GSJ-4YR AJ-CVF25GJ-4YR	3 years	+ 1 year
AG-AC8EJ AW-UE70 (WEJ/ KEJ) AG-DVX200EJ AG-AC30EJ AG-UX180EJ AG-UX90EJ AK-UB300GJ AW-HR140EJ AU-EVA1EJ AW-HN40H (KEJ/ WEJ) AW-UN70 (KEJ/ WEJ) AW-HE38H (KEJ/ WEJ) AW-HN38H (KEJ/ WEJ) AW-UE150 (KEJ/ WEJ) AU-VCVF2GJ AU-VCVF20GJ AG-CX350EJ AW-UE4 (KG/ WG) AG-CX10ES AK-HRP250GJ AK-HVF75GJ AK-UC3300GSJ AJ-CVF70GJ AK-HC3900GSJ AW-HE145 (KEJ/ WEJ) AW-UE50 (KEJ/ WEJ)	AG-UCK20GJ AG-UMR20EJ AK-UC3000GSJ AK-HC5000GSJ AK-UCU500ESJ AK-HRP1000GJ AK-HRP1005GJ AK-HRP1015GJ AK-MSU1000GJ AK-HVF100GJ AJ-CVF50GJ AJ-CVF25GJ AU-VCVF1G AU-VCVF10G AW-HN130 (KEJ/ WEJ) AK-UC4000GSJ AK-UCU600ESJ AV-HLC100 AW-RP150G AW-HE42 (KEJ/ WEJ) AW-RP60GJ AV-UHS500EJ AW-UE100 (KEJ/ WEJ) AK-HCU250ESJ AW-UE80 (KEJ/ WEJ) AW-UE40 (KEJ/ WEJ)	3 years	+ 2 years

AW-UE20 (WE/ KE)	AW-HE20 (WE/ KE)		
AT-KC10C1G-3YR		2 years	+ 1 year
AW-HE40 (HWEJ/ HKEJ/ SWEJ/ SKEJ) AV-HS60 (U2E/ C2E/ C3G)	AW-HE130 (WEJ/ KEJ) AT-KC10C1G	2 years	+ 2 years
AW-HE40 (HWEJ-5YR/ HKEJ-5YR/ SWEJ-5YR/ SKEJ-5YR) AW-HE130 (WEJ-5YR/ KEJ-5YR) AV-HS60 (U2E-5YR/ C2E-5YR/ C3G-5YR)	AW-RP50 (E/ EJ) AW-RP120 (G/ GJ) AG-CVF15G AK-HRP200 (G/ GJ) AT-KC10C1G-5YR	2 years	+ 3 years

3. The Extended Warranty covers breakdowns due to initial manufacturing or design faults of the Product. During the Extended Warranty period, Panasonic will repair the Product free of charge or replace defective parts. At its option, Panasonic may replace the Product. Any exchanged product or parts replaced under this Extended Warranty become the property of Panasonic.

4. The purchaser's sole and exclusive remedy against Panasonic under this Extended Warranty is for the repair of the Product or any parts (or, at Panasonic's discretion, replacement of the Product or any defective part or parts thereof or a total or partial refund). No other remedy, including, without limitation, any claim for incidental or consequential damage or loss of whatsoever nature, shall be available to the purchaser.

5. Excluded from the Extended Warranty are:

- (i) Accessories, such as but not limited to remote controls, filters and cables and any products or parts which have a limited natural life or are considered consumable, such as batteries. Exchangeable Lenses are covered by the original Manufacturer's warranty.
- (ii) Defects resulting from failure to use the Product in accordance with the operating instructions or the technical and/or safety standards of the country where the Product is used.
- (iii) Defects caused by accident, fire, neglect, misuse, wear and tear, improper use, improper installation, smoke contamination, laser burn, introduction of liquid or other foreign matter into the product or occurring during transportation to or from the purchaser.
- (iv) Defects caused by the use of non-Panasonic parts or accessories or caused by adjustment, repair, modification or dismantling by a person not so authorized by Panasonic.

6. In the unlikely event your Product fails, please first check the "Trouble-Shooting" section of the Operating Instructions. If after checking the Operating Instructions, you consider that the Product is defective, submit an online repair order on <https://business.panasonic.co.uk/service>, alternatively, please contact Panasonic's Central Service Team either by email on business.service@eu.panasonic.com or by phone, together with this Extended Warranty and proof of date of purchase. Local telephone contact numbers can be found on <https://business.panasonic.eu/telephone-service>.

7. This Extended Warranty is only valid in the territories of the European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Republic of North Macedonia, Monaco, Montenegro, San Marino, Serbia, Switzerland and the United Kingdom for products purchased and used solely within these countries, and which originally have been put on the market in any of these countries by a company within the Panasonic Group.

8. If the country of use is different to the country of purchase, service will be provided in accordance with the terms and conditions applicable in the country of use, except where the guarantee period in the country of purchase is longer than that in the country of use, in which case the guarantee period shall be that in the country of purchase.

9. This Extended Warranty can be cancelled within sixty (60) days of purchasing the Extended Warranty. Once a claim has been made under the Extended Warranty, it is no longer possible to cancel the Extended Warranty.



On cancellation, you will receive a full refund. If you decide to cancel, please send a written notice to the authorized dealer who sold you the Extended Warranty.

10. This Extended Warranty and any dispute or claim arising out of or in connection with it or its formation shall be governed by and construed in accordance with German Law. The courts of Hamburg, Germany shall have exclusive jurisdiction to settle any dispute or claims arising out of this Warranty or in connection with it or its formation.

11. In this Extended Warranty, "Panasonic" means the company identified below.

Panasonic Connect Europe GmbH
Hagenauer Strasse 43,
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