

Fujifilm Extended Warranty Service Terms and Conditions

Article 1: Provision of the Extended Warranty Service

These Terms and Conditions (hereinafter referred to as the "Terms") set forth the conditions under which FUJIFILM Corporation (hereinafter referred to as the "Manufacturer") and its affiliated sales companies (collectively referred to as the "Service Providers") offer an extended warranty service (hereinafter referred to as the "Warranty") for the products listed on this page (hereinafter referred to as the "Products"). This service is available for a fee.

By applying for the Warranty, you (the "Customer") are deemed to have accepted and agreed to these Terms.

Article 2: Application for the Warranty

2-1 Method of Application and Fee for the Warranty

To apply for the Warranty, please contact the Service Provider from whom the Customer purchased the Product.

2-2 Application Eligibility Period

The application for the Warranty must be completed within the period starting from the date of purchase and ending on the last day of the Manufacturer's warranty period applicable to the Product.

Article 3: Scope of the Warranty

3-1 Eligible Defects

This Warranty covers only defects that meet all of the following conditions (hereinafter referred to as the "Supportable Defects"):

1. The defect occurred despite proper use of the Product in accordance with its instruction manual and precautionary notes.
2. The defect is reported to the Service Provider within 30 days from the date it occurred.
3. The Product is a new item purchased directly from the Service Provider.
4. The defect does not fall under the exclusion criteria outlined in Article 6.

3-2 Warranty Period

The Warranty covers defects that occur within two years following the expiration of the Manufacturer's warranty (the "Warranty Period").

The Warranty will automatically terminate upon the expiration of the Warranty Period. The Warranty Period will not change even if a replacement product is provided.

Article 4: Warranty Coverage

4-1 Repair Services

During the Warranty Period, the Service Provider will repair Supportable Defects at no additional charge. Repair services will be conducted either as send-back (depot) repairs or on-site repairs, provided that the Service Provider may refuse on-site repairs at the discretion of itself.

4-2 Replacement Products

If repair is deemed impossible, at no additional charge the Service Provider will offer a replacement of product that is either the same model or has equivalent performance. The choice of replacement product is at the discretion of the Service Provider, and Customer requests for specific models cannot be accommodated.

4-3 Ownership of Replaced Parts

Any parts replaced through the Warranty shall become the property of the Service Provider and will not be returned to the Customer.

Article 5: Customer Payable Costs

The following costs are not covered under the Warranty and must be borne by the Customer:

- Travel and accommodation expenses incurred for on-site repairs in remote areas or on isolated islands.
- Special construction costs (e.g., crane usage fees) or costs associated with installation or removal.
- Packaging costs incurred when sending the Product for repair.
- Estimation and inspection costs when the defect is deemed outside the scope of the Warranty.
- Costs arising from the cancellation of warranty repairs, including shipping fees.

Article 6: Exclusions from the Warranty

The Warranty does not apply to defects or damages that are caused by or result from any of the following conditions:

- Natural wear and tear or aging-related degradation of the Product's exterior.
- Damage caused by external factors such as smoke, dust, sand, salt corrosion, or other forms of corrosion.
- Natural disasters or external events, including but not limited to fires, earthquakes, floods, and lightning strikes.
- Defects resulting from modifications to the Product, excessive use, or inappropriate handling by the Customer.
- Replacement or wear and tear of consumable items (such as filters).

- Loss or damage of data stored in the Product's memory or storage devices.
- Incomplete registration of the Warranty or transfer of the Product to a third party.
- Damage due to reasons not attributable to the Service Provider (such as transport accidents).
- Use of the Product in environments that exceed the conditions specified in the instruction manual, such as high humidity, extreme temperatures, or abnormal voltage levels.
- Defects arising after repairs or modifications conducted by a third party who is not a Service Provider, or after the use of non-genuine parts for repairs.
- Any Cases where information regarding the Warranty cannot be confirmed due to loss or damage of Warranty certificate, purchase proof, or registration information.
- Any other cases where the Service Provider determines that the Warranty cannot reasonably apply.

Article 7: Procedures for Warranty Repair Requests

7-1 Contacting for Repairs

Should a defect occur, please contact the Service Provider from whom the Customer purchased the Product. The Customer must provide the warranty certificate and proof of purchase to the Service Provider.

7-2 Sending the Product for Repairs

For send-back repairs, please send the entire Product, including all included accessories.

7-3 Data Backup

We advise Customers to back up any data stored on the Product's memory or storage devices prior to making a repair request.

7-4 Contact Inaccessibility

If repairs cannot proceed due to Customer-related circumstances or lack of communication for more than one month from the repair acceptance date, the repair request shall be deemed as invalidated. Products that have been already sent will be returned to the Customer.

Article 8: Changes to Registration Information

If Customer's registered information (such as name, address, or contact details) changes, please promptly notify the Extended Warranty Service Desk(dgi-100-Z-PJ_extended_warrnty_inquiry@fujifilm.com). Delays in updating this information may restrict Customer's access to warranty services.

Article 9: Handling of Personal Information

The personal information provided by Customers, including names, addresses, contact details, and email addresses, will be used by the Manufacturer for the following purposes:

1. Provision of the Warranty.
2. Sending documentation or promotional materials, such as product catalogs.
3. Providing information on repairs, support, or related products and services.
4. Conducting surveys to improve Customer support and develop better products and services.
5. Other uses permitted under applicable laws, including the Personal Information Protection Act.

The Manufacturer may disclose this information to its affiliated companies as necessary for fulfilling the above purposes. For other information regarding the handling of personal information, please refer to the [Manufacturer's Privacy Policy](#).

Article 10: Limitations of Liability

The Service Provider shall not be held liable for any damages, whether indirect or consequential (including but not limited to loss of business profits, suspension of business, or loss of data), in connection with the use of the Product. However, this limitation of liability does not apply to intentional or grossly negligent acts by the Service Provider.

Article 11: Cancellation and Refunds

11-1 Refunds

Once the Warranty Fee has been paid, no refunds will be issued for any reason except in cases attributable to the Service Providers' fault or negligence.

11-2 Fraudulent Claims

If fraudulent activity by the Customer is discovered, the Warranty shall be terminated immediately. The Service Provider reserves the right to recover repair costs incurred due to fraudulent claims.

Article 12: Exclusions for Organized Crime Groups

12-1 Exclusion Clause

The Warranty will be terminated immediately if the Customer is found to be affiliated with any organized crime group or antisocial organization.

12-2 Effects of Termination

In such cases, the Warranty will retroactively become invalid, and the Service Provider reserves the right to recover costs equivalent to the repair. No refunds of the Warranty fee

will be issued.

Article 13: Other Repairs-Related Notices

13-1 Product Storage

The Service Provider reserves the right to dispose of the Product if it cannot be returned to the Customer due to inactivity or lack of communication for six months. Associated storage costs will be charged to the Customer.

13-2 Cancellation of Repairs

If a warranty repair is canceled for any reason, the Service Provider may charge the Customer for all associated costs, including shipping and estimation fees.

Article 14: Amendments to the Terms

14-1 Revision Conditions

The Service Provider reserves the right to revise these Terms at its sole discretion.

14-2 Notification of Revisions

Any revisions to these Terms, along with their effective date, will be announced in advance on the Service Provider's official website. The changes will take effect as of the specified effective date.

Article 15: Dispute Resolution

In the event of a dispute related to these Terms, both parties will work in good faith to reach an amicable resolution. Should a resolution be difficult to achieve, the Tokyo District Court will have exclusive jurisdiction as the court of first instance.

Article 16: Additional Notes

1. The Service Provider assumes no responsibility for the loss or damage of data stored in the Product's memory during repairs.
2. Warranty requests exceeding the Manufacturer's quality standards cannot be accommodated.
3. Parts replaced during repairs will not be returned to the Customer.
4. The Service Provider assumes no responsibility for damage incurred during transport of the Product.