

## Extension Warranty Terms and Conditions for Professional Security Products

### CONDITIONS OF EXTENDED WARRANTY APPLICABLE IN:

European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Former Yugoslav Republic of Macedonia, Monaco, Montenegro, San Marino, Serbia and Switzerland.

Thank you for purchasing this Extended Warranty for your Panasonic professional Security Products (the "Product"). This Extended Warranty is an addition to, and does not in any way affect, any statutory or other rights of consumer purchasers. The Extended Warranty exists in addition to the statutory and/or contractual dealer Warranty and does not at all restrict your rights as a buyer out of such Warranty.

### Products covered & Warranty Period

- This Extended Warranty covers Panasonic Video Surveillance products. The standard Warranty period is 3 (three) years except as set out in the Extended Warranty Exclusions shown below. The standard Warranty commences from the original date of sale to the first end user. The Extended Warranty shall be applicable to the Product from 37 to 60 months from date of purchase of the Product ("Extended Warranty period"), except as shown below. The Extended Warranty is applicable to the original purchaser only. 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 [business.panasonic.co.uk/service](http://business.panasonic.co.uk/service) within 60 days of purchasing the Extended Warranty. This will be verified when a claim is made under the Extended Warranty.

### Extended Warranty Cover

- The Extended Warranty covers breakdowns due to initial manufacturing defects or design faults of the Products. During the Extended Warranty Period, Panasonic will at its sole discretion, repair or exchange any faulty product with a service exchange unit or comparable refurbished product. Any exchanged product or parts replaced under this Extended Warranty become the property of Panasonic.
- Your 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.

### Obtaining Extended Warranty Service

- If your Product should fail, please first check the "Trouble-Shooting" section of your product's Operating Instructions. If you consider the product to be defective, in the first instance please contact your original Installer or Maintenance provider. Alternatively, you can visit our website <http://business.panasonic.co.uk/security-solutions/service-and-downloads> for contact details.
- When arranging an Extended Warranty repair, the Service Centre will ask you to provide proof of purchase of the Product and Extended Warranty. Please provide accurate fault details for the Product. If fault details are not known, the Product will be thoroughly checked and tested. If no fault is apparent, it will be returned. We reserve the right to charge a handling charge for any Product where no fault is apparent.
- Panasonic will arrange to collect the faulty product from the Customer premises (excluding overseas islands). We will be responsible for parts and labour costs to repair the item and return

it to the Customer. Panasonic will not be responsible for any additional engineering costs incurred in removing or re-installing Products on site.

- Where Products require regular servicing or maintenance, this must be carried out according to Panasonic's recommendations by an authorised Panasonic Security Service Centre. Regular service or maintenance is not covered under this Extended Warranty.

#### **Extended Warranty Exceptions and Exclusions:**

1. **Incorrect Use and Installation:** Defects resulting from failure to use the product in accordance with the operating, or installation instructions or non-compliance with the technical and/or safety standards of the country where the product is used, or modification or service by anyone other than an authorised Panasonic Security Service Centre, are not covered under this Extended Warranty.
2. **Accidents and Acts of God:** The Extended Warranty does not cover damage, which occurs in transit (unless arranged for by Panasonic, but excluding damage caused by insufficient packaging) or by wear and tear or failures, which result from accident, abuse, improper use or installation, neglect, or damage that is attributable to acts of God.
3. **Display & Imaging Devices:** Failures in camera image sensor or display picture elements (pixels), resulting from "image burn" or Laser Damage are not covered under this Extended Warranty.
4. **Hard Disk Drives:** These should be replaced when they have reached the number of hours specified in the recorder installation or operating manual. Hard Drives are mechanical devices and subsequently may encounter failures due to normal wear and tear. Hard disk drives supplied by Panasonic will be covered by the original manufacturers' Warranty period.
5. **Optical Media Drives: (example CD or DVD drives)** are mechanical devices and may encounter failure due to normal wear and tear. The Standard Warranty is therefore limited to a 1 (one) year parts and labour Warranty.
6. **Software:** All software supplied by Panasonic is subject to a site-specific Support Agreement and is therefore excluded from this Extended Warranty.
7. **Non-Panasonic Products:** Any third-party non-Panasonic product supplied by Panasonic will be covered by the original manufacturer's Warranty period.
8. **Consumables:** Any products or parts which have a limited natural life, or which is consumable, such as but not limited to batteries, are excluded from this Warranty.

#### **Countries covered by the Extended Warranty**

- This Extended Warranty is valid for Products purchased in the above-mentioned countries and which originally have been put on the market in any of these countries by a company within the Panasonic Group.

#### **General**

- This Extended Warranty and its registration can be cancelled or amended 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 authorised dealer who sold you the Extended Warranty.
- 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 Extended Warranty or in connection with it or its formation.
- In this Extended Warranty, "Panasonic" means the company identified below:

Panasonic Marketing Europe GmbH  
Hagenauer Straße 43,  
65203 Wiesbaden  
Germany