

# Phase One Value Added Warranty

PHASE**ONE**



What the world's  
best photography  
is made of

# Congratulations on your Phase One Camera System!

We hope that you will experience new levels of creativity with your Phase One Camera System and enjoy increased workflow efficiency.

To take full advantage of your investment, please register your Phase One equipment online at: [www.phaseone.com/warranty](http://www.phaseone.com/warranty). We will then keep you updated on product news, firmware updates, and upgrade paths to new products.

If you need support for your Phase One equipment, please visit our Knowledge base and online Support Forum at: <http://support.phaseone.com>. For warranty issues, please contact your dealer. You can always find your nearest dealer via our dealer locator at: [www.phaseone.com](http://www.phaseone.com).

# Phase One Inspection and Control Procedure

Phase One equipment is made to last. Combine this with the extended support and warranty program and be assured that your investment is safe. Before shipping, all Phase One Camera Systems undergo a thorough manual inspection and control procedure for absolute peace of mind:

- Sensor focus adjustment
- Luma/Chroma calibration & verification
- Illumination invariance verification
- Surface inspection
- Mechanical parts verification
- Usability testing & capturing of images
- Visual inspection of images
- User interface testing
- Assembly and functional test
- Final test cycle

# The Phase One Value Added program includes:

- 3 Year Value Added Warranty
  - 3 year warranty on digital back, body and lens
  - Free digital back loan unit during repair
  - 3 years or 300,000 shutter releases
- Capture One PRO software
- 24/7 Knowledge Base and online Support Forum
- Access to trusted worldwide service network
- Attractive upgrade path to new Phase One products

For more detailed descriptions, please see the following pages!

# 3 Year Value Added Warranty

## **3 year warranty**

Phase One offers a 3 year warranty on digital back, body and lens. This means we repair all manufacturing defects free of charge 3 years from date of purchase.

## **Free digital back loan unit during repair**

In addition, we offer you a digital back loan unit during repair of digital back, free of charge. This means you are secured maximum uptime. The loan unit will be supplied within 24 hours of filing the case at Phase One.

## **3 years or 300,000 shutter releases**

The warranty on the camera is either 3 years or 300,000 shutter releases – whichever comes first.

For more details on the 3 year Value Added warranty, please refer to our Warranty Policy in the back of this brochure.

# Value Added Services

## **Capture One PRO software**

Capture One is raw workflow software created to optimize the image capture process. It combines the best image quality on the market with a highly efficient workflow.

## **24/7 Knowledge Base and online Support Forum**

Phase One's searchable Knowledge Base at <http://support.phaseone.com> provides you with detailed answers to most questions that you might have. In addition, Phase One's official support forum lets you easily share your experiences and get assistance from other Phase One product owners.

# Value Added Services

## **Access to worldwide service network**

The Value Added program includes priority access to the trusted Phase One dealer network with representation in more than 80 countries. The Phase One dealers serve as your direct contact in the market and their 24 hour access to the Phase One support team ensures full technical support no matter when and where you need it.

## **Attractive upgrade path to new Phase One products**

We continuously strive to be at the forefront of technological developments and thereby securing future Phase One innovation. By offering you an attractive upgrade path to new Phase One products, we want to enable you to always keep your equipment up-to-speed. Learn more about upgrade paths through your Phase One dealer.

# Phase One Value Added Warranty

## **General**

Subject to the terms contained here and below, Phase One warrants new products manufactured by Phase One against defects in materials and workmanship for a period of thirty-six (36) months from the date of purchase and covers parts and labor for repairs. This warranty gives you specific legal rights and you may have other rights that vary from state to state. You are urged to verify whether any additional rights may or may not exist dependent upon your jurisdiction. However, Phase One shall not be liable for consequential damages or loss of data.

During the warranty period, Phase One undertakes at its discretion to repair or replace defective items at no charge to the customer, when such defects are reported to Phase One within the warranty period, and the defective part(s) are returned to Phase One no later than thirty (30) working days after expiry of the warranty period. The customer shall cover the cost of transportation to Phase One and Phase One shall cover the transportation costs for returning the products after repair.

The warranty is limited to the repair or replacement of the faulty part. The warranty does not cover faulty items, where the customer or a third party has attempted without authorization from Phase One to make alterations or repairs, or if the fault is caused by any other circumstances or equipment than the Products themselves or if it is determined that the cause of a failure is the result of customer action or neglect (e.g., dropping or other accident), in which case all costs will be invoiced to the customer. The warranty shall cover only such defects which are due to faulty materials or workmanship. Phase One carries no responsibility for any indirect loss, e.g. consequential loss; loss of profit; loss of data; additional costs etc. as a consequence of deficiencies in Phase One's deliveries.

Phase One shall have no obligation to make repairs or replacements required through normal wear and tear or necessitated in whole or in part by catastrophe, fault or negligence of the user, improper or unauthorized use of or attempt to repair the Products by user or others, or by causes external to the products of part thereof such as, but not limited to, power failure or unusual environmental conditions.

# Phase One Value Added Warranty

## **Procedure for Warranty Repairs**

Upon experiencing a problem with a Phase One product, an authorized Phase One Dealer must be contacted by you to assist you in troubleshooting the problem and if necessary in obtaining a Return Merchandise Authorization (RMA) number from Phase One. Upon receipt by Phase One, Phase One reserves the right to determine and will determine whether the problem lies within the warranty. When you deliver the product to the Dealer, you must bring the original purchase information and serial numbers, including a copy of the sales invoice. The product must be shipped for the attention of the RMA number. Shipping costs to Phase One for RMA warranty repair are borne by you, and any damages in shipping will be billed to you. We recommend that you obtain insurance to cover damages during transportation. RMA numbers are only valid for 4 business days from the date of issuance so you must ship within that period. If a product is returned to Phase One (a) without an RMA number from Phase One; or (b) beyond the 4-business day period; or (c) without proper packaging, Phase One retains the right to refuse delivery of such return and thereby to void the warranty. Thus, we suggest that you exercise great care in this process. If product is within warranty, shipping costs in connection with the shipping of the repaired product to you will be borne by Phase One. Otherwise shipping costs are born by you.

If you are having image quality problems, you should always enclose image samples so that Phase One can determine the reason underlying the problem you believe you are having. All repairs done within warranty are covered by a normal 90-day guarantee or the balance of the original or extended warranty, whichever is longer. Repairs done outside warranty are covered by six (6) months warranty on the repaired part.

# Phase One Value Added Warranty

## **Value Added Warranty – Digital Back Loan Unit**

Under the Value Added Warranty you may request a digital back loan unit be sent to you within 24 hours. We will ship the loan unit to you using next business day morning service at our expense. Phase One allows you one (1) business day to verify the operation of the loan unit and return the defective product to Phase One. If the defective product is not returned within 1 business day, a penalty fee of USD250/EUR200 per day for using the loan unit will be invoiced.

Under the Value Added Warranty, a digital back loan unit will be available for as long as the repair lasts. After the repaired product is returned to you the loaned product must be returned to Phase One. Instructions for shipping the loaned product will be included with your repaired product. Shipping and insurance costs in connection with the shipping of the repaired product to you will be borne by Phase One. Return shipping costs of the loaned product are born by you and must be made within 48 hours after delivery of the repaired product. Failure to timely return the loaned product will result in Phase One invoicing for the loaned product in accordance with our current list price.

# Phase One Value Added Warranty

## Coverage of Warranty

This Warranty is the complete and exclusive statement of warranty coverage, and it supersedes all prior oral, written, express or implied proposals and communications pertaining to the subject matter hereof. ALL EXPRESSED OR IMPLIED WARRANTIES FOR PHASE ONE PRODUCTS INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY WAIVED subject solely to the limited warranties indicated in this document. No warranties, express or implied, will apply after the warranty period has lapsed.

## Warranty Extensions

A service agreement extension – 1 Year Uptime Assurance Agreement – will warrant your Phase One product for periods beyond the original warranty period, if separately purchased. This service has a fixed annual charge for each Phase One product. Please see our web site or contact your authorized Dealer for details.



“Freedom of choice is the freedom to use the right creative tool for the job. Phase One is committed to equipping photographers with what they need to surpass even their most passionate visions and enjoy the process”

Henrik Håkonsson, CEO, Phase One

Product:

Serial no.

Phase One Partner stamp:

Date:

Signature:

PHASE**ONE**

what the world's best photography is made of

[www.phaseone.com](http://www.phaseone.com)