



Carl Zeiss AG  
 Camera Lens Division  
 Service  
 73446 Oberkochen  
 Germany

# Repair Cover Letter

## Defect description and further details

**Please complete a form for each product. For service covered under warranty, please attach a copy of the purchase receipt and warranty document.** A detailed description of the supposed defect helps us to speed up the repair.

- Damage caused by dropping or impact
- Lens elements scratched
- Bayonet mount damaged or exchange required
- Rough/uneven range setting ring
- Aperture defect
- Flange-to-film distance out of tolerance
- Poor image quality / contrast
- Lens shade damaged

**In case of issue with image quality/ contrast please add test photos that clearly illustrate the problem. Without these photo examples we are not able to conduct a detailed cause study.**

- ZI camera: Align viewfinder
- ZI camera: Loose shutter speed dial
- Issue already reviewed with customer service

Your notes:

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## Product Data

\_\_\_\_\_  
 Lens Type (e.g. "Planar T\* 1,4/50 ZF")

\_\_\_\_\_  
 Serial Number (usually at the front ring of your lens)

\_\_\_\_\_  
 Camera model

## Customer data

Name, First Name \_\_\_\_\_

Street, No \_\_\_\_\_

ZIP Code/ Town/ State \_\_\_\_\_

Country \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

## Accessories and documents

Following accessories are attached:

- Original packing
- Front cap
- Rear cap
- Lens shade
- Filter

\_\_\_\_\_

Following documents are attached:

- Purchase receipt
- Original warranty card
- Registration number for extended warranty

\_\_\_\_\_

## Repair Order

I would like to have a quotation

Repair service can be processed up to 100€ (net price), plus shipping, otherwise I will receive a quotation

Repair service can be processed up to 200€ (net price), plus shipping, otherwise I will receive a quotation

I would like to have repair service covered by warranty. The required documents are attached

Please consider:

We charge a fixed rate of 35 euros incl. VAT and plus freight charge for the effort of quotation in case of refusal.

After sending out quotation our obligation of custody ends after 2 weeks. In case of not receiving either confirmation nor refusal of quotation within this period of time we are obliged to send the unrepaired product back and charge all upcoming cost.

I accept the terms and conditions of repair

\_\_\_\_\_  
 Date, Town

\_\_\_\_\_  
 Signature