



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:

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