instax

FUJIFILM
Value from Innovation

CAMERA REPAIR FORM

Repair Information:

☐ **Warranty**	We will repair your camera, subject to our **Warranty Terms & Conditions** (available on our website) and in accordance with our obligations under the Consumer Guarantees Act 1993. A copy of the proof of purchase from an authorised retailer **must be included** with this form and your equipment when claiming under warranty.
☐ **Non-warranty**	If a warranty does not apply to your repair and we are not required to repair the camera under the Consumer Guarantees Act 1993, you will be required to pay a non-refundable **Inspection fee**, of **$77.63** (GST inc)*. We will then provide you with an estimate. If you choose to proceed with the repair, this fee will be deducted from the final invoice. Additional costs may apply such as freight and parts. Payment details will be emailed to you once equipment is received and booked in our system.

Customer information:

Date		**Phone Number:**	
Name			
Email			
Address			
Detailed Fault description			
☐ **Removal of accessories**	I confirm that I have removed all accessories unless they are essential for the repair.		
☐ **Water, sand or fungus damage**	By sending us a camera for repair that has existing damage caused by water, sand or fungus, you acknowledge and agree that: • While we will carry out the repair with reasonable care and skill, it is possible that existing underlying damage caused by water, sand, fungus or other progressive corrosion will prevent us from successfully remedying the fault. Alternatively, we may be able to repair the fault initially but the fault may recur or other issues may arise due to progressive corrosion or other defects caused by water, sand or fungus. You will be required to pay the full inspection fee and repair fee in circumstances where we cannot remedy a fault due to underlying damage caused by water, sand, fungus or progressive corrosion. We cannot accept liability in the event that any fault recurs or other issues arise due to progressive corrosion or other defects caused by water, sand or fungus. • We may decline to repair your camera if, after initial inspection, we determine that the camera cannot be repaired. The inspection fee will not be refunded in circumstances where we decline to repair your camera following the initial inspection.		

Equipment Information:

Model		**Serial Number**	
Date of Purchase (DOP)		**RETAILER**	
Proof of Purchase Attached ☐		**Accessories**	

Return of equipment	Courier ☐		Collect in Person (Auckland) ☐
Freight Costs	☐ Auckland **$7.50**	☐ Rest of North Island **$12**	☐ South Island **$15**	**RURAL DELIVERY (RD) ☐ This adds an extra $5 to the prices above**
ALL DELIVERIES ARE TRACKED, A SIGNATURE IS REQUIRED			

Please send your faulty equipment to:
Camera Repairs, FUJIFILM NZ LTD, 2C William Pickering Drive, 0632 Rosedale, Auckland

JOB NUMBER

Please note that an inspection fee is just a flat fee we collect at the start of your repair and other charges may apply.
Please do not send any accessories if they are not essential for your repair.
If you have any questions regarding your repair, please contact our **Customer Services** team on 0800 242 646 or email us on ffnz.repairs@fujifilm.com. You can also visit our website https://www.fujifilm.com/nz/en/consumer/support for support.