



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:

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