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## Limited Warranty (ONLY FOR U.S.A.)

### Panasonic Products Limited Warranty

#### Limited Warranty Coverage (For USA Only)

If your product does not work properly because of a defect in materials or workmanship, Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("warranty period"), at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by the warrantor.

Product or Part Name	Parts	Labor
Digital Camera (DMC-FZ1000)	1 Year	1 Year
All included Accessories (Except Non-Rechargeable Batteries)	90 Days	Not Applicable
Only Non-Rechargeable Batteries	10 Days	Not Applicable

During the "Labor" warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. This Limited Warranty excludes both parts and labor for non-rechargeable batteries, antennas, and cosmetic parts (cabinet). This warranty only applies to products purchased and serviced in the United States. This warranty is extended only to the original purchaser of a new product which was not sold "as is".

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**Mail-In Service--Online Repair Request****Online Repair Request**

To submit a new repair request and for quick repair status visit our Web Site at [www.panasonic.com/repair](http://www.panasonic.com/repair).

When shipping the unit, carefully pack, include all supplied accessories listed in the Owner's Manual, and send it prepaid, adequately insured and packed well in a carton box. When shipping Lithium Ion batteries please visit our Web Site at [www.panasonic.com/BatteryHandling](http://www.panasonic.com/BatteryHandling) as Panasonic is committed to providing the most up to date information. Include a letter detailing the complaint, a return address and provide a daytime phone number where you can be reached. A valid registered receipt is required under the Limited Warranty.

**IF REPAIR IS NEEDED DURING THE WARRANTY PERIOD, THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.**

**Limited Warranty Limits And Exclusions**

This warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Factory Service Center or other Authorized Servicer, or damage that is attributable to acts of God.

**ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY. WARRANTOR'S LIABILITY UNDER THIS LIMITED WARRANTY SHALL BE LIMITED SOLELY TO THE COST OF ANY NECESSARY REPAIRS OR REPLACEMENTS OF THIS PRODUCT. PANASONIC ASSUMES NO RISK, AND SHALL NOT IN ANY CASE BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ANY OTHER INDIRECT DAMAGES, ARISING FROM BREACH OF WARRANTY OR CONTRACT, NEGLIGENCE, OR ANY OTHER LEGAL THEORY, INCLUDING, WITHOUT LIMITATION, LOSS OF GOOD WILL PROFITS OR REVENUE, COST OF CAPITOL, COST OF ANY SUBSTITUTE EQUIPMENT, FACILITIES OR SERVICES OR DOWNTIME COSTS, OR CLAIMS OF ANY PART DEALING WITH PURCHASER FOR SUCH DAMAGES.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to the warrantor's Consumer Affairs Department at the addresses listed for the warrantor.

**PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.**

### **Customer Services Directory (United States)**

Obtain Product Information and Operating Assistance; locate your nearest Dealer or Service Center; purchase Parts and Accessories; or make Customer Service and Literature requests by visiting our Web Site at:

<http://www.panasonic.com/support>

or, contact us via the web at:

<http://www.panasonic.com/contactinfo>

For hearing or speech impaired TTY users, TTY: 1-877-833-8855

### **Accessory Purchases (United States)**

Purchase Parts, Accessories and Owner's Manual online for all Panasonic Products by visiting our Web Site at:

<http://www.pstc.panasonic.com>

Or, send your request by E-mail to:

[npcparts@us.panasonic.com](mailto:npcparts@us.panasonic.com)

You may also contact us directly at:

1-800-237-9080 (Fax Only)

(Monday-Friday 9am-9pm EST)

Panasonic National Parts Center

20421 84th Avenue South, Kent, WA 98032

(We accept Visa, MasterCard, Discover Card, American Express)

For hearing or speech impaired TTY users, TTY: 1-866-605-1277

As of April 2014