



FREQUENTLY ASKED QUESTIONS

Most frequently asked questions

GENERAL FAQs:

1 I am having trouble registering my product. Whom do I contact?

If you encounter difficulties in registering your product, please contact software-support@leica-camera.com.

2 I am having trouble activating the warranty extension offer and the complimentary LFI offer.

Please refer to the Terms and Conditions for the offer and please note that the product can only be registered within the first three months from the product purchase. You can find the contact information here: <https://service.leica-camera.com/?subpage=contact>

3 How will my personal data be processed?

Your personal data will be processed in accordance to the Data Protection Act. For more information, please go here Data Protection - Leica Camera AG (<https://leica-camera.com/data-protection>).

4 Can I revoke my marketing permission?

Yes, you can revoke your marketing permission at any time after the registration. You may do so by logging into your Leica Account (<https://club.leica-camera.com>)

5 How do I revoke my marketing permission?

You can revoke your marketing permission by logging into your Leica Account (<https://club.leica-camera.com>)

6 I have a question not included in the FAQs, whom do I contact?

If you can't find the answer to your question here, please contact our Customer Care team:

Leica Camera Ltd.
Customer Care
64-66 Duke Street
London W1K 6JD
United Kingdom
Telephone: +44 (0) 207 629 1351
Email: customercare.uk@leica-camera.com

WARRANTY EXTENSION RELATED FAQs:

1 I have activated the warranty extension and I need support for a camera malfunction, whom do I contact?

For a camera malfunction related issue, please contact your authorized dealership or go to our home page (<https://leica-camera.com>) and choose <https://service.leica-camera.com>.

2 How do I know if the product I purchased is eligible for warranty extension?

The products eligible for the warranty extension are all new models of Q-Cameras, M-Cameras, M-Lenses, SL-Cameras and SL-Lenses. You can find detailed information and the terms and conditions of the offer in the Terms and Conditions.

3 Which products qualify for the three complimentary digital editions of LFI Magazine?

The offer for the three complimentary digital editions of LFI Magazine applies to all new models of Q-Cameras, M-Cameras, M-Lenses, SL-Cameras and SL-Lenses. You can find detailed information and the terms and conditions of the offer in the Terms and Conditions.

4 What is the time frame in which I can register my product to benefit from the warranty extension and the three complimentary digital editions of LFI Magazine?

If you have purchased a new eligible product and register it at <https://club.leica-camera.com> within three months of the date of

purchase, you can benefit from the warranty extension and the three complimentary digital editions of LFI Magazine. For detailed information and the terms and conditions of the offer, please refer to the Terms and Conditions.

The valid purchase date will be checked by our Customer Care team at the time a guarantee claim is made.

5 Which countries offer the warranty extension and the three complimentary digital editions of LFI Magazine?

You can find detailed information and the terms and the conditions of the offer in the Terms and Conditions.

6 Do the warranty extension and the complimentary LFI offer apply to all products?

Please note that the offer is only valid for new Q, M, SL camera and lens equipment. For detailed information and the terms and conditions of the offer, please refer to the Terms and Conditions.

7 Can I apply for the warranty extension and the complimentary LFI offer without a valid proof of purchase?

Please note that the offer only applies to customers with a valid proof of purchase.

8 My product is already registered, is it eligible for the warranty extension and the complimentary LFI offer?

If you purchased new Q, M, SL camera and lens equipment between 1st October 2019 and 30th September 2021 and you have already registered it, yes, this product is eligible for the offer and you may activate it by 31st December 2021. For full information, please refer to the Terms and Conditions.

9 What are the reasons for warranty claims being refused?

Please note that the offer is only valid when the purchase is made through an Authorized Leica Dealership and is in accordance with the general Leica Warranty terms and conditions which can be found here <https://warranty.leica-camera.com>.

LFI RELATED FAQs:

1 How do I activate my complimentary digital LFI subscription?

You will receive an email from LFI with a step-by-step guide following your subscription at <https://lfi-online.de/ceemes/page/show/2424/>

2 How can I use my complimentary digital LFI subscription?

Simply download the LFI app (iOS and Android) into your smartphone or tablet. Log into your Leica Account (<https://club.leica-camera.com>) and click on "My Products." There you'll find a direct link to the LFI website. To get your complimentary subscription, you'll need to fill out the online form and submit it. Immediately after, you'll receive a confirmation email with your exclusive voucher code and step-by-step instructions on how to activate the app. Open the LFI app and go to its Magazine section. Click on the price button displayed under the latest issue. Click 'yes' when asked if you have a subscription, enter your user details and subscription number and send. Return to the app's main menu and click on 'Magazine' to update this section. Your complimentary subscription will automatically expire with no need for cancellation.

3 Using the LFI app as a subscriber on multiple devices

You can read purchased issues on a number of devices if you have registered with the same Apple ID or Google account on each device. However, using the LFI app as a subscriber on multiple devices may cause conflicts if you register with your subscription number on more than one device. To avoid this conflict, you should select one device as your primary device and make purchases on that device only. To read the purchased issues on other devices, please use the RESTORE button. The purchased issues linked to your Apple ID/Google account will then be available on the other devices. A cross-system use of the app (Apple and Android devices) is not possible.

4 Can I activate my complimentary LFI offer multiple times per product?

It is not possible to activate the LFI offer multiple times per product. The LFI offer can only be activated one time per product; once activated, the code cannot be used again.