

GENERIC TERMS OF BUSINESS – CSC

Returning product for service – In warranty repairs

To obtain service on your audio visual products under the terms of warranty, please;

1. Print off and complete the attached Repair Request Form, providing your full contact details, the product details and a full fault description. Please ensure that all fields are completed including full contact details (with email address). This will enable us to make contact with you if we should require additional information or to notify you of estimate or repair completion. Please retain a copy for your reference.

Your personal details will only be used for the purposes of contacting you regarding repair, including and required financial transactions. This would either be by [Electronic Repair Centre](#) or in the form of a feedback survey from Panasonic. Your details will not be passed on to any other organisation without your permission.

The exception to this is if we are required to submit a report either to An Garda Síochána or other Regulatory Body for legal reasons, which we are able to verify. An example of this would be if we should identify footage on your product, the content of which is found to be of a nature that we believe may be illegal.

We will responsibly destroy and documents containing customer contact or credit card details.

2. To avoid damage occurring during transportation, please ensure that your product is securely wrapped. We recommend that you wrap some bubble wrap around the item or items, then pack them in a sturdy box with polystyrene chips or other suitable packing material to avoid movement within the box, preferably to a thickness of 1-2 inches all around. Secure fast with adhesive tape.

3. Send to us at; -

[Electronic Repair Centre](#)

6 Herbert Place

Dublin 2

Please remember to include a **copy** of your original purchase receipt. Do not send the original.

Please ensure that you use a suitably secure and traceable means of transportation. We suggest carriers such as An Post Registered or other reputable transportation company, which provides parcel tracking.

If requesting a repair under warranty, please ensure that your product is eligible before sending. If it was both sourced and purchased within the EU (as denoted by the letters CE at the end of the serial number) and within twelve months, it will be covered under normal guarantee terms. If purchased outside of the EU, you may still qualify for repair under guarantee. In order to qualify, you will need to produce your purchase receipt and Limited Worldwide Warranty paperwork. This covers the unit for twelve months from date of purchase.

If the unit was purchased in Ireland but does not carry the letters CE at the end of the serial number, it will not be covered and we would recommend that you approach your original retailer for assistance.

Please do not send accessories with individual items of equipment, unless specifically requested to do so.

If the required repair to your product is covered under the terms of the warranty, a repair will be completed within our target turnaround of 8 working days subject to spares availability.

If, on a warranty covered product, this is no fault apparent, we will return the item to you without further cost.

If the problem is found to be one that does not qualify for repairs under the warranty, an estimate will be raised and provided to you by telephone/email.

Once a warranty repair has been completed, we will confirm to you either by telephone or email to confirm. At this point, if the product is covered under warranty, it will be returned to you at no charge.

Returning product for estimate – Out of warranty repairs

To obtain service on your camcorder/digital camera outside of the warranty, please:

Print off and complete the attached Repair Request Form, providing your full contact details, the product details and a full fault description. Please ensure that all fields are completed including full contact details (with email address). This will enable us to make contact with you if we should require additional information or to notify you of estimate or repair completion. Please retain a copy for your reference.

Your personal details will only be used for the purposes of contacting you regarding repair, including and required financial transactions. This would either be by Micro Electronic Services or in the form of a feedback survey from Panasonic. Your details will not be passed on to any other organisation without your permission.

The exception to this is if we are required to submit a report either to An Garda Síochána or other Regulatory Body for legal reasons, which we are able to verify. An example of this would be if we should identify footage on your product, the content of which is found to be of a nature that we believe may be illegal.

We will responsibly destroy and documents containing customer contact or credit card details.

To avoid damage occurring during transportation, please ensure that your product is securely wrapped. We recommend that you wrap some bubble wrap around the item or items, then pack them in a sturdy box with polystyrene chips or other suitable packing material to avoid movement within the box, preferably to a thickness of 1-2 inches all around. Secure fast with adhesive tape.

Send to us at; -

[Electronic Repair Centre](#)

6 Herbert Place

Dublin 2

Please ensure that you use a suitably secure and traceable means of transportation. We

suggest carriers such as An Post Registered or other reputable transportation company, which provides parcel tracking.

Please do not send accessories with individual items of equipment, unless specifically requested to do so.

Upon receipt of your product an estimate will be raised and provided to you by telephone/email, within 3 working days.

If there is no fault apparent, we will contact you to arrange return at your cost.

Once an estimate is accepted a repair will be completed within our target turnaround of 8 working days subject to spares availability.

Once a repair has been completed, we will confirm to you by telephone or email to confirm. Payment will then be taken and arrangements made for the return of the product at your cost.

Estimates:

Following issue of an estimate, if we receive no return communication, we will contact you a second time, in writing, 30 days later. If we again receive no response, we will write to you a further 30 days later. If there is no response to this final communications within 30 days from the letter date, the product will be disposed of.

After refusal of an estimate, you will have one of two options;

- a) You can elect to have the item returned to you (free of charge if the unit is under warranty or on a chargeable basis if outside warranty) or
- b) You can authorise [Electronic Repair Centre](#) to arrange disposal (we will request this confirmation in writing – by letter or email).

Escalation procedures:

We trust that the above information will be of use to you. However, if you should have any additional questions, please do not hesitate to contact us and we will endeavour to assist.