

Warranty Information

Consumer products purchased within the UK and Ireland are eligible for a warranty to cover genuine manufacturing defect.

If a product fails during the warranty period, the customer is entitled to a free of charge repair under the specified terms. This is provided that a valid purchase receipt is submitted with the product and the fault is one of legitimate electrical or mechanical failure.

Product failure occurring as the result of factors that do not constitute genuine manufacturing defect are not covered under the terms of the warranty and any repairs of this nature would be chargeable.

Consumable items are not covered under the warranty. They include, but are not limited to, batteries, bulbs, bags, cassettes, SD cards, cables etc.

This warranty is non transferrable. In addition, any repairs carried out by non authorised personnel will invalidate the warranty.

Below is a list of our product range, with details of the applicable warranty period (as valid in UK and Eire) and links to the warranty documentation, providing full terms and conditions of the warranty.

Product	Warranty Period (terms and conditions)
Digital Stills Camera (LUMIX)	1 Year
Camcorder	1 Year
DVD Player	1 Year
DVD / VCR Combination	1 Year
Blu Ray Player	1 Year
Blu Ray Recorder	1 Year
Plasma Television	1 Year
LCD Television	1 Year
Audio Systems (Hi-Fi)	1 Year
Washing Machine / Tumble Dryer	2 Years
Fridge-Freezer	2 Years
Microwave Oven	1 Year (plus two year magnetron part only)
Vacuum cleaner	1 Year
Breadmaker	1 Year
Personal Care	1 Year
Hearing Instrument (Normal)	1 Year
Hearing Instrument (Receiver in canal)	2 Year

Pan European Warranty

Consumer products purchased in Europe (including those purchased in UK and Ireland) are eligible for a Pan European warranty to cover genuine manufacturing defect. The length of this warranty is dependent on the warranty period offered on the specific product type in the country in which the service is being undertaken. The exception to this being only if the warranty provided in the country of purchase is greater than that of the country in which the service is provided.

Countries participating in this Pan European warranty are listed [here](#).

If a product fails during the warranty period, the customer is entitled to a free of charge repair under the warranty terms of the country in which they are staying. This is provided that a valid purchase receipt is submitted and the fault is one of legitimate electrical or mechanical failure. For specific information on the warranty period provided by the country that you are in, please refer directly to their website and click [here](#).

Product failure occurring as the result of factors that do not constitute genuine manufacturing defect are not covered under the terms of the warranty and any repairs of this nature would be chargeable.

Consumable items are not covered under the warranty. They include, but are not limited to, batteries, bulbs, bags, cassettes, SD cards, cables etc.

This warranty is non transferrable. In addition, any repairs carried out by non authorised personnel will invalidate the warranty.

To see our additional information relating to CE marking (which is imperative on a purchase made within the EU in order to obtain service), please click [here](#).

To obtain information on the terms and conditions of the warranty, please click [here](#). For service in other participating countries, please click [here](#).

Limited Worldwide Warranty

Digital Stills Cameras and Camcorders also qualify for a limited worldwide warranty, enabling service to be carried out in countries outside of the EU.

To obtain service under this additional warranty, a full purchase receipt and relevant limited worldwide warranty documentation (as issued at the time of purchase) must be presented to the service agent.

If a product fails during the warranty period, the customer is entitled to a free of charge repair under the terms of the country in which they are staying. This is provided that a valid purchase receipt and relevant limited worldwide documentation is submitted and the fault is one of legitimate electrical or mechanical failure.

Product failure occurring as the result of factors that do not constitute genuine manufacturing

defect are not covered under the terms of the warranty and any repairs of this nature would be chargeable.

Consumable items are not covered under the warranty. They include, but are not limited to, batteries, bulbs, bags, cassettes, SD cards, cables etc.

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To see our additional information relating to CE marking (which is imperative on a purchase made within the EU in order to obtain service), please click [here](#).

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Countries participating in the Panasonic Limited Worldwide Warranty

Scheme		Worldwide warranty for Digital Stills Camera/Camcorder
Products		Digital Stills Camera, Digital Camcorder, SD Movie Camcorder, HD Camcorder
Warranty Period		Parts: 1 year Labour: 1 year
Countries/areas which supply worldwide warranty with products purchased	<p><Latin America (15+1 area)> Mexico, Guatemala, El Salvador, Cost Rica, Panama, Colombia, Paraguay, Ecuador, Uruguay, Venezuela, Peru, Bolivia, Chile, Argentina, Brazil, The Caribbean (St.Maarten, Guadeloupe, Martinique, Aruba)</p> <p>Worldwide: 41 countries/areas</p> <p><North America (2)> USA, Canada</p> <p><Latin America (16)> Mexico, Guatemala, El Salvador, Cost Rica, Panama, Colombia, Paraguay, Ecuador, Uruguay, Venezuela, Peru, Bolivia, Chile, Argentina, Brazil, The Caribbean (St.Maarten, Guadeloupe, Martinique, Aruba)</p>	<p><Europe (16)> Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Spain, Portugal, Sweden, Switzerland, UK</p> <p><Asia (4)> Hong Kong, Malaysia, Singapore, Thailand</p> <p><Oceania (2)> Australia, New Zealand</p> <p><Asia (8)> Japan, China, Hong Kong, Malaysia, Singapore, Thailand, Indonesia, India</p> <p><Oceania (2)> Australia, New Zealand</p> <p><Middle East (1)> UAE</p>
Countries/areas where warranty services are applied		

**Documents
which MUST
be supplied
when seeking
service**

<Europe (16)>

Austria, Belgium, Denmark, Finland, France,
Germany, Greece, Ireland, Italy, Netherlands,
Norway, Spain, Portugal, Sweden, Switzerland,
UK

<CIS (12)>

Armenia, Azerbaijan, Belarus,
Georgia, Kazakhstan, Kyrgyz,
Moldova, Russia, Turkmenistan,
Tajikistan, Ukraine, Uzbekistan

1. Purchase receipt
2. Worldwide warranty documentation

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.