



**Carl Zeiss AG**

Consumer Products  
Repair Service Imaging  
COP SER  
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
- Front lens element scratched
- Rear lens element scratched
- Mechanical performance (focus, zoom, irisring uneven)
- Aperture defect
- Outer mechanical parts dent / damaged
- Optical performance (back focus/image quality)
- Optical system dusty
- Lens element foggy or grey
- LDS defect
- Modification required (mount conversion, scale ring)

Defect already reviewed with customer service

Your notes:

## Product Data

\_\_\_\_\_  
Lens Type (e.g. "Compact Zoom 70-200/T2.9 PL")

\_\_\_\_\_  
Serial Number

\_\_\_\_\_  
Camera model

16mm camera format

35mm camera format

## Customer data

\_\_\_\_\_  
Company name

\_\_\_\_\_  
Contact person

\_\_\_\_\_  
Street, No

\_\_\_\_\_  
ZIP Code/ Town/ State

\_\_\_\_\_  
Country

\_\_\_\_\_  
VAT No

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
Email

## Accessories and documents

Following accessories are attached:

- Original packing
  - Front cap
  - Rear cap
  - Case
- \_\_\_\_\_

Following documents are attached:

- Purchase receipt
  - Original warranty card
- \_\_\_\_\_

## Repair Order

Please consider:

After sending out quotation our obligation of custody ends after 6 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. We charge a fixed rate of 115 euros plus VAT and freight charge for the effort of quotation in case of refusal.

I accept the terms and conditions of repair

\_\_\_\_\_  
Date, Town

\_\_\_\_\_  
Signature