

② **Nikon Europe Support**

09/02/2009 11:15 AM

Dear Jorge,

Thank you for your reply. Would you please confirm your postal address so that we may forward you a copy of the required application form? We do have an address on record for you, however we would like to ensure that it is correct. We will also send you the address required to send the application form to.

Should you require any further information, please update your incident so that we may assist you with your query.

Kind Regards,

Anthony Peyper  
Nikon Europe Professional Support  
[www.europe-nikon.com/support](http://www.europe-nikon.com/support)

② **Jorge Santos**

30/01/2009 04:39 PM

Dear Peyper,

There was no specific form in the D700 box for the 2 year warranty. The box had on the outside a sticker mentioning the 2 year warranty and either to register the body on-line or to call the free 0800 tel number, both of which I did. I can send you a picture of the box with the sticker clearly visible. I have no problems in paying the shipping costs back to Belgium associated in having the warranty serviced by an UK repair facility. Would you mind sending me that specific form you are referring to so that I can send everything by post?

Would you mind giving the exact address to which I should send the application with the supporting documentation?

Best regards,

Jorge Santos

② **Nikon Europe Support**

30/01/2009 12:14 PM

Dear Jorge,

Thank you for contacting Nikon Support regarding the 2 year extended warranty. We have received confirmation that this promotion extends to anybody whom has purchased the camera within the UK or Ireland. However please note that in order to apply for the extended warranty from outside of UK and Ireland, it needs to be applied for in writing by means of the application form provided in the camera box. Should the camera need to be repaired for any reason under the 2 year warranty, it will need to be sent to the Nikon Service Department in the UK or Ireland and you would need to cover the shipping cost back to your address as Nikon will cover the costs of shipping outside of UK or Ireland.

Should you require any further information, please update your incident so that we may assist you with your query.

Kind Regards,

Anthony Peyper  
Nikon Europe Professional Support  
[www.europe-nikon.com/support](http://www.europe-nikon.com/support)

② **Jorge Santos**

30/01/2009 11:24 AM

I have just contacted Nikon UK customer service to register for the 2 year warranty of the D700 purchased from Robert White [a Nikon UK dealer] on Jan 5th, 2009. Your customer service told me that the extended warranty certificate for the 2nd year is not being sent to purchasers outside the UK.

Now I would like to draw your attention to Nikon's UK conditions for the extended warranty in the website:

- a) the camera was distributed by Nikon UK;
- b) the 2nd year coverage is only valid in Nikon repair facilities in the UK.

I do not see, legally speaking, how you can refuse to send the extended warranty certificate to customers outside the UK if they meet the terms and conditions in your website.

Could you please confirm if you are going to send the extended warranty certificate or not?

Attached is a scan of the Invoice and the warranty slip duly filled in.

Best Regards,

Jorge Santos