

# We've got you covered!

With an Extra Protection Plan, you won't have to worry about your equipment – you'll get 3 more years of coverage beyond the manufacturer warranty.

- Manufacturer defects
- Mechanical malfunctions
- Lemon protection
- No deductible or hidden fees
- Fully insured warranty
- Worldwide coverage
- Fully transferable warranty†
- 1/2-Priced Back-Up Rental Equipment\*\*

\* Policy administered by Mack and subject to approval by Mack.

\*\*See reverse side for details.

† This service contract can be transferred one time only, a \$20.00 administrative fee will apply.

All conditions & coverages are at the sole discretion of Mack Camera & Video Service. For specific product coverage details, visit [mackcam.com](http://mackcam.com)

# Extra Protection

FOR YOUR EQUIPMENT

EXTENDED SERVICE PLAN



## FIND THE LOCATION RIGHT FOR YOU!

**TORONTO** • 496 Queen St. East  
(416) 365-1777 • 1-888-365-1777  
[sales@vistek.ca](mailto:sales@vistek.ca)

**MISSISSAUGA** • 5840 Mavis Rd.  
(905) 593-1777 • 1-877-923-1777  
[mississaugasales@vistek.ca](mailto:mississaugasales@vistek.ca)

**OTTAWA** • 499 Bank Street  
(613) 567-4700 • 1-888-428-4466  
[ottawasales@vistek.ca](mailto:ottawasales@vistek.ca)

**CALGARY** • 1231 10th Ave. SW  
(403) 244-0333 • 1-800-561-0333  
[calgarysales@vistek.ca](mailto:calgarysales@vistek.ca)

**EDMONTON** • 10569 – 109th St. NW  
(780) 484-0333 • 1-877-484-0333  
[edmontonsales@vistek.ca](mailto:edmontonsales@vistek.ca)



Digital Cameras  
Lenses  
Flash/Lighting  
Video Cameras  
Audio Equipment

Projectors  
Binoculars/Telescopes  
Computers  
External Hard Drives



1-800-252-6225

SHOULD YOU REQUIRE SERVICE  
CONTACT YOUR LOCAL VISTEK OR CALL:

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# STANDARD WARRANTY:

## TERMS AND CONDITIONS

The product covered by this service contract is guaranteed to operate according to manufacturer’s specifications for the warranty coverage period. Please refer to your receipt for specific coverage details. Mack Camera & Video Service, Inc. shall repair, service or replace same to operate properly. This service contract may be purchased for New Products with at least ninety (90) days remaining on the original manufacturer’s warranty.

## LIMITATIONS OF COVERAGE

*This limited service contract applies only to the Product(s) specified on your receipt* (for Digital Cameras, this service contract will cover one digital camera body and one lens, providing that both pieces of equipment are listed on the same sales receipt). This plan is void if the registered product exceeds the service contract price category. Such service, repair or adjustment of the equipment is assured the registered contract holder. The equipment will be restored to proper operating condition at no charge to you (this includes warranted parts and labour for manufacturer’s defects). Such service, repair or adjustment of the equipment is assured the original purchaser, provided the equipment has not been misused, tampered with, modified or damaged as a result of accident, liquid, sand, grit, impact, physically broken parts, or lack of proper care as indicated in the manual of operations. It does not cover units whose serial number has been altered, defaced or removed. This service contract does not cover accessory flashes, additional accessory lenses, batteries, lens caps, filters, power adapters, digital media, DVDs, tapes, software, remotes, docking stations, cables, firmware upgrades, *cosmetic damage that does not impair functionality*, pre-existing conditions or additional accessories. Computers, Cell phones, or any device that has cell phone capabilities is not covered under this service contract.

Neither Vistek nor Mack Camera & Video Service Inc. is responsible for international shipping and for any fees associated with duties, taxes or brokerage fees upon customs clearance. This limited service contract is transferable one time only for a \$20 administrative fee. Mack Camera & Video Service reserves the right to terminate service contract if invoices are not paid within terms or are fraudulently altered by the dealer or service contract holder.

**\*\* Vistek is pleased to offer 1/2 Price Rentals in the event of equipment failure that requires servicing.**

The 1/2 Price offer applies to the rental of replacement gear ONLY. Please note that we do not offer rentals on every item we carry for sale. And although we cannot guarantee that all locations will have all equipment available in its rental pool, we will do everything we can to make sure you have similar/ comparable replacement gear while yours is being repaired or serviced. All regular rental policies and procedures are applicable.

## LIMITATIONS OF LIABILITY

Neither Vistek nor Mack Camera & Video Service will be liable for the loss of revenues or profits, inconvenience, expense of substitute equipment, loss of incidental or consequential damages. If the equipment cannot be restored to manufacturer’s specifications or is deemed by Mack Camera, in its sole discretion, to be beyond economic repair, or if the unit has been repaired three (3) consecutive times for the same repair and it requires a fourth repair for the same problem, Mack may, at their discretion, replace your unit with a reconditioned model or equivalent model of like kind and quality or refund you the current market value of your covered equipment. Any refund will be limited to the price you paid for the original product excluding taxes. If a replacement or refund is made under this contract there will no longer be coverage under this contract and all obligations are satisfied. *This service contract does not cover units where parts are no longer available or provided by the manufacturer regardless of whether or not the manufacturer is still in business.* This service contract is only valid if positive identification of the unit covered hereunder is presented at the time of service along with your proof of purchase. Mack Camera & Video Service, Inc. reserves the right to terminate service contracts if invoices are not paid within terms or are fraudulently altered by the dealer or service contract holder.



For complete terms and conditions please visit: [www.mackcam.com](http://www.mackcam.com)

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