

WHAT'S COVERED

COMPLETE ACCIDENTAL DAMAGE PROTECTION

From the moment you leave the store, your gear is protected against the things that actually happen in the real world — drops, spills, sand, mechanical failures, and more.



Drops & Impact

Accidental drops, knocks, screen cracks, broken mounts



Water & Liquid

Spills, rain, humidity exposure



Sand & Grit

Environmental ingress from field conditions



Mechanical Failure

Manufacturer defects and malfunctions

100%

Coverage

No repair costs including parts and labour



Transferable

One-time transfer to a new owner

CHOOSE YOUR PLAN

THREE LEVELS OF PROTECTION

All plans include full accidental damage coverage, zero deductible, and worldwide protection. Choose the term that fits your needs.

2-YEAR GOOD

- Up to \$10,000 coverage
- Full ADH[†] coverage
- \$0 deductible
- Worldwide protection
- Covers wear and tear
- Transferable

3-YEAR BEST VALUE

- Up to \$15,000 coverage
- Full ADH[†] coverage
- \$0 deductible
- Worldwide protection
- Covers wear and tear
- Transferable
- 2 free sensor cleanings*
- ½-price backup rental**

5-YEAR BEST

- Up to \$10,000 coverage
- Full ADH[†] coverage
- \$0 deductible
- Worldwide protection
- Covers wear and tear
- Transferable
- 2 free sensor cleanings*
- ½-price backup rental**

[†]ADH = Accidental Damage from Handling

COVERAGE STARTS PRODUCT'S DATE OF PURCHASE

The Protection Plan must be purchased within 30 days of your product purchase date. One plan covers one product — select the tier that matches or exceeds your product's purchase price.

NEED SERVICE? CALL THE MACK SERVICE LINE
1-800-252-6225

OR VISIT ANY VISTEK LOCATION BELOW.

TORONTO • 496 Queen St. E
(416) 365-1777 • 1-888-365-1777
salesinquiries@vistek.ca

MISSISSAUGA • 5840 Mavis Rd.
(905) 593-1777 • 1-877-923-1777
mississaugasales@vistek.ca

OTTAWA • 499 Bank St.
(613) 567-4700 • 1-888-428-4466
ottawasales@vistek.ca

CALGARY • 1231 10th Ave. SW
(403) 244-0333 • 1-800-561-0333
calgary.sales@vistek.ca

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



INTERNATIONAL ACCIDENTAL DAMAGE PROTECTION PLAN



WE'VE GOT YOU COVERED.

The Accidental Damage Protection Plan provides the most comprehensive coverage for your camera equipment — including full accidental damage from Day 1.



WORLDWIDE COVERAGE

Protected wherever
you shoot

\$0

ZERO DEDUCTIBLE

No out-of-pocket
costs on claims

80+

YEARS

Protecting photo
equipment



INTERNATIONAL ACCIDENTAL DAMAGE PROTECTION PLAN

ELIGIBLE PRODUCTS

Digital Cameras
Camcorders
Lenses
Flash and Lighting
Binoculars and Optics
Telescopes
Portable Audio
Camera Kits

For Printer and/or Scanner coverage please see our
Extended Manufacturers Warranty.

HOW IT WORKS

Getting Service Is Simple

1. Contact Us

Visit any Vistek location or call Mack at 1-800-252-6225

2. Bring Your Proof

Have your Vistek invoice and product serial number ready

3. We Handle It

Mack authorizes repair, service, or replacement at their discretion

4. Stay Shooting

Need gear while yours is in service? Get ½-price backup rentals**

NOT COVERED

Batteries, filters, cables, lens caps, digital media, software, remotes, and docking stations. Cosmetic damage that does not impair functionality. Damages due to eclipses or laser lights. Loss from fire or theft. Devices with cellular capabilities. Equipment where parts/service are not shipped by the manufacturer in North America. Shipping costs to and from service centres are the responsibility of the contract holder.

TERMS & CONDITIONS

The product covered by this warranty contract is guaranteed to operate according to manufacturer's specifications for the selected term (2, 3, or 5 years) from the date of purchase. Mack Worldwide Warranty shall authorize a repair, service, or replacement at their discretion. If a replacement is approved, Mack may replace your unit with a reconditioned or equivalent model of like kind and quality, or refund you the current market value of your covered product. The exact colour of a replacement is not guaranteed.

This limited service contract applies only to the product(s) specified on your Vistek invoice. Each plan covers one product per contract — the item value must fall within the coverage tier purchased. If the registered product value exceeds the service contract price category, the contract is void. This service contract does not cover units whose serial number has been altered, defaced, or removed.

All shipping and handling costs to and from Vistek and any service centre are the responsibility of the contract holder. This limited service contract is transferable one time only — contact Mack directly for transfer terms. Neither Vistek nor Mack will be liable for loss of revenues, profits, inconvenience, expense of substitute equipment, or incidental/consequential damages.

Mack reserves the right to terminate a service contract if invoices are not paid within terms or are fraudulently altered. If a replacement or refund is made under this contract, all obligations are satisfied and coverage ends. For complete terms and conditions, visit mackcam.com.

*Sensor cleaning at Vistek in-house service only; some restrictions apply. **½-price rental applies to comparable replacement gear while your unit is in for repair. All regular rental policies apply. Subject to availability.

Accidental Damage Protection Plan

Policy administered and subject to approval by Mack Worldwide Warranty

