

Manufacturer Disclosure Requirements as per Article 39.1 of the Quebec Consumer protection Act

****FUJIFILM X SERIES AND FUJIFILM GFX SERIES DEVICES****

Availability of Replacement Parts, Repair Services and Repair/Maintenance Information:

Information contained in this section is intended exclusively for Quebec consumers, in accordance with the requirements of the Quebec Consumer Protection Act.

Product Category	Availability of replacement parts	Availability of repair services	Availability of the information necessary to maintain or repair the device
All Fujifilm X Series™ and Fujifilm GFX Series™ Cameras, Lenses and Accessories (each, a “Device”)	 <i>If your device is under warranty, and it is determined that a customer repair request does <u>not</u> require a full technical evaluation using Fujifilm's proprietary diagnostic equipment, software, firmware and other technology, upon a request to self-repair subject to the Fujifilm limited warranty terms and conditions applicable to your device, Fujifilm will ship to the consumer the necessary replacement parts, tools (if a specific tool is required) and general repair documentation or instructions as to how to effect a straightforward repair.</i> <i>This service is available if a device is out-of-warranty at the consumer's cost, subject to the terms herein.</i> <i>Requests for self-repair, like all other repair requests, are assessed by our trained technicians on a case-by-case basis taking into account the nature of the particular issue as described by the consumer. Any unauthorized self-repair attempts may compromise the device's performance, void the warranty, and pose serious risks—including physical injury, equipment damage, or data loss—for which Fujifilm assumes no responsibility.</i>	 <i>Fujifilm and its authorized repair center offer diagnostic and repair services with an on-site repair location in Edison, New Jersey, United States. All services are subject to the Fujifilm limited warranty terms and conditions applicable to your device. If a device is out-of-warranty, repair services (including any applicable repair parts) are available at consumer's cost.</i> <i>General customer service support is also available via telephone and email. Please email us at fcandigitalcameras@fujifilm.com or call us toll-free at 1-800-461-0416 for assistance.</i>	 <i>Basic repairs and maintenance information can be accessed by consumer via the guide / user manual accompanying the device (guides/ manuals may be provided physically or electronically at https://www.fujifilm-x.com/en-ca/support/manual/cameras/</i> <i>Firmware upgrade information for some X and GFX Cameras is available at the following URL: https://www.fujifilm-x.com/en-ca/support/download/firmware/cameras/</i> <i>Other repair/ maintenance information is assessed by our trained technicians on a case-by-case basis taking into account the nature of the particular issue as described by the consumer. Accordingly, the provision of such information is not guaranteed.</i>

Legend

Not available



Available in part



Available

