

UPDATE: June 2021. Non-compliance marked Panasonic Products

Please be advised that it is unlawful to sell non-compliance marked products in the United Kingdom and the EU. You may come across either CE marked products or UKCA marked products in the United Kingdom.

Products placed on the market, which means they have been exported into and sold in the UK, after 1 Jan 2022 must show compliance to the new UKCA marking by this being made clear in documents accompanying the products.

Products sold for the first time after 1 January 2023, must have a UKCA marking on the product or accompanying documentation, depending on the legislation, to show compliance with the UK standards. This is a change due to the new UK compliance standard coming into force after Brexit.

Accordingly, Panasonic will only provide under guarantee after sales service to such products if presented for service accompanied by the appropriate, and correctly completed, documentation, irrespective of the retailer from whom the product was purchased.

Products purchased within the UK must carry a CE marking or UKCA marking, depending on when and where they were placed on the market, and should be submitted for service with a valid purchase receipt from within the UK.

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We will also provide service on EU models. Products purchased within the EU must carry a CE marking and should be submitted for service with a valid purchase receipt from within the EU.

In the case of Digital Stills Cameras and Camcorders, purchased outside of the EU or UK, which may qualify for worldwide warranty, the product should be submitted for service with a valid purchase receipt from the country of purchase and correctly stamped and completed worldwide warranty documentation.

Products submitted for service without the correct documentation will receive service. However, this would be provided on a fully chargeable basis to the customer. This would include repairs to a product that is purchased within the EU/UK but carries no CE marking or where relevant UKCA marking.