
Frequently Asked Questions

- 🔄 **If I buy a camera and multiple lenses, are they all covered under the Service Plan?**
Yes, as long as they were purchased on the same sales receipt and the service plan tier has enough to cover all products under the plan.
- 🔄 **Do I have to buy the Service Plan on the same day as the product I wish to cover?**
If a product has at least one-year manufacturer's parts and labor warranty, the service plan may be purchased up to nine months from the product's original date of purchase, with the exception of an ADH (Accidental Damage from Handling). All ADH plans must be purchased within 14 days of the product's purchase date.
- 🔄 **Does the plan cover refurbished products?**
Yes, as long as the product has at least a ninety day manufacturer warranty remaining on both parts and labor.
- 🔄 **Is there a service plan for used products?**
Yes, there is a two year plan available.
- 🔄 **Can I buy a plan on a product I purchased from another dealer?**
Yes, a copy of your sales receipt will be required to update your service plan.
- 🔄 **If I sold my product can I transfer the plan over to the new owner?**
Yes, please submit the request to New Leaf in writing including the new owner's information and a \$25 transfer fee.
- 🔄 **Is there a deductible for any of the service plans?**
No deductible or hidden fees.
- 🔄 **Is my service plan valid outside the US?**
Yes, you are covered whether overseas or in the US.
- 🔄 **What does ADH (Accidental Damage from handling) cover?**
It covers accidental drops or spills from a specific, single incident that occurs during normal usage by the rightful owner of the product. You have a responsibility as the consumer to take precautionary steps when using and storing the product. Products being used in an unsafe environment are not eligible for coverage.
Examples of what is covered:
 - 1) A drop that occurs while using the product.
 - 2) A cup of coffee spills on the product.Examples of what is not covered:
 - 1) Any liquid immersion.
 - 2) Damage caused by nature (wind, rain, etc).
- 🔄 **How long will it take to receive my service plan confirmation?**
It could take up to 5 business days from the time your product is shipped however, normally confirmation is sent within 48 hours.
- 🔄 **What if I didn't receive my email confirmation for my service plan?**
First check your spam/junk folder and if you did not receive it, you can simply request it on the site by clicking forgot password and typing in your email address.
- 🔄 **What is the URL to login to see my service plan?**
<http://www.newleafsc.net/adorama/>
- 🔄 **Can I file a claim online?**
Yes, you will receive a User ID/Password that will allow you to view your order, update your information, and initiate a claim.

Toll Free: 877.659.6518

Please read full terms and conditions for details.

<http://www.newleafsc.net/adorama/>