



# FAQ

## Capture One 3-Months-Trial on Leica Product Registration

**1. I have registered my Leica product. How do I access the Capture One 3-Month Trial Offer?**  
After registering your eligible Leica product in your Leica Account (<https://club.leica-camera.com>), you can follow the personalized link provided in the product registration page to redeem your trial.

**2. Which products are eligible for the Capture One 3-Month Trial Program?**  
The Capture One 3-Month Trial offer applies to all new models of Leica M-Cameras, Q-Cameras, SL-Cameras, and S Cameras purchased through an authorized Leica dealership. You can find detailed information and the terms and conditions of the offer in the T&Cs below.

**3. Who is eligible for the Capture One 3-Month Trial Program?**  
The offer applies to customers who have purchased an eligible Leica product (see question 2) through an authorized Leica dealership and registered it in their Leica Account. Please ensure that your Leica Account profile is complete, and that marketing permission is confirmed.

**4. Where can I download the Capture One software?**  
You can follow the trial link provided in the Leica product registration process or the link received in your email to download Capture One. Please make sure your Leica-specific redemption code is used during the Capture One registration process to activate the complimentary trial period. Once you have made a Capture One account when activating the trial, you can also download Capture One directly from the Capture One website (<https://www.captureone.com>) by logging in with your Capture One account.

**5. What does the Capture One 3-Month Trial include?**  
During the 3-month period, you will have full access to **Capture One All in One** features.

**6. Can I extend the Capture One 3-Month Trial period?**  
The complimentary Capture One 3-Month Trial period cannot be extended. Before the 3-month trial ends, you'll receive an email reminder from Capture One. If you want to continue with the subscription you won't have to do anything. Capture One will automatically charge your credit card on the fourth month. If you don't want to pay anything, you can easily log in to your Capture One account and cancel the subscription before the trial period ends.

**7. Can I activate the Capture One 3-Month Trial Offer multiple times?**  
No. Each customer can redeem only one Trial Offer. Registering multiple eligible Leica products does not grant additional trials.

**8. Can I use the Capture One trial on more than one device?**  
Yes, Capture One All in One allows 3 activations, but the license may be used on one computer at a time and only by the same individual, irrespective of the number of available activations.

**9. What happens after my Capture One trial expires?**  
If you do not cancel, your trial will automatically continue as a paid monthly subscription and your credit card will be charged in the fourth month. All charges will continue on a recurring monthly basis unless you change or cancel your subscription. Capture One will send at least one email reminder before the end of the 3-month trial. If you don't want to be charged, simply log in to your Capture One profile and cancel before the trial period ends. If you cancel before the third month of the trial, you will lose access to any remaining months in the trial period.



**10. I did not receive my Capture One redemption code. Whom do I contact?**

If you did not receive the Capture One trial code after registering your product, please contact [software-support@leica-camera.com](mailto:software-support@leica-camera.com) for assistance.

**11. Are there any restrictions or limitations to the Capture One 3-Month Trial Offer?**

The Capture One 3-Month Trial Offer is available only for customers who have purchased and registered a new eligible Leica product (M, Q, SL, or S Camera) from an authorized Leica dealership, in accordance with the Terms & Conditions (T&Cs) of the offer. The Capture One 3-Month Trial Offer is not available to customers with an active Capture One desktop subscription, however, customers with a perpetual Capture One desktop license or only a Capture One Mobile subscription (and no active Capture One desktop subscription) are eligible.

**Terms & Conditions – Capture One 3-Month Trial Program**

The **Capture One 3-Month Trial Program** (“Trial Program”) is offered in cooperation with **Capture One A/S**. Under this Trial Program, eligible customers may receive a Capture One 3-Month Trial Offer for Capture One All in One features (“Trial Offer”), subject to the terms and conditions set out below.

If you bought one of the following products:

- M-Cameras
- Q-Cameras
- SL-Cameras
- S-Cameras

(hereinafter referred to as the “Product”) at an authorised LEICA dealership and registered it at <https://club.leica-camera.com>, you will receive a personalized link to redeem the Trial Offer via the Capture One website (<https://www.captureone.com>); additionally, an email containing a personal one-time redemption code and instructions on how to activate your Trial Offer via the official Capture One website (<https://www.captureone.com>).

To receive the Trial Offer, you must complete your full profile during the LEICA registration process (name, address, email address, phone number, date of birth and interest) and confirm your marketing permission (“offer activation”). Authorised LEICA dealerships can be found in the dealer locator section on our website: <https://dealerlocator.leica-camera.com>.

- The Trial Offer is valid only for Leica M, Q, SL, and S Cameras purchased from an authorised LEICA dealership.
- The Trial Offer is not available to customers with an active Capture One desktop subscription. However, customers with a perpetual Capture One desktop license or only a Capture One mobile subscription (and no active Capture One desktop subscription) are eligible.
- Only one Trial Offer redemption per customer. Additional Product registrations do not grant additional trials.
- The redemption code will be valid for 30 days from the date of issue.
- The complimentary trial period lasts three months and cannot be extended.
- The Trial Offer is not limited by the purchase date and can be redeemed at any time after Product registration, provided that the Trial Program remains available.
- After the trial period ends, unless cancelled, the monthly subscription will continue automatically and the saved credit card will be charged in the fourth month. All charges will



continue on a recurring monthly basis unless you change or cancel your subscription. Capture One will send at least one email reminder before the end of the 3-month trial. Customers can cancel at any time during the trial in their Capture One profile to avoid charges. If you cancel before the third month, you will lose access to any remaining months in the trial period.

- The Trial Program is offered in cooperation with Capture One A/S, residing at Roskildevej 39, 2000, Frederiksberg, Denmark. Activation and use of the software are subject to Capture One's own Terms and Conditions and privacy policies, available at <https://www.captureone.com/en/terms-conditions>.
- LEICA and/or Capture One reserve the right to change, suspend or terminate the Trial Program at any time without prior notice.
- Regional applicability and any market-specific limitations are governed by Capture One's Terms and Conditions.

**Product/License notes (for the trial):**

- The trial provides access to **Capture One All in One** features
- Capture One All in One allows **3 activations**; however, the license may be used on **one computer at a time** and **by the same individual**.