

# Customer Repair Returns Form

Before you send your unit into one of our **Authorised Service Partners**, please complete this form and send it together with your product. The details will enable your chosen Authorised Service Partner to process your repair as quickly as possible.

Individual Authorised Service Partner repair processes & any applicable fees will vary. For full details regarding a specific Authorised Service Partners repair requirements, along with any applicable terms & conditions, please contact your selected Authorised Service Partner directly, prior to sending your product.

Customer/Billing details	Return address details if different
* Full Name	Full Name
* Address	Address
* City/ County	City/ County
* Postcode	Postcode
* Country	Country
* Mobile telephone number	Mobile telephone number
* Alternative telephone number	Alternative telephone number
* E-Mail Address	
CPS Membership number, if applicable	
CPS Membership Level	

Fields marked with a \* are mandatory

Product Information		3 UNITS MAXIMUM FOR CPS PRIORITY SERVICE	
1	Model name/number	Fault Description (Please note any error messages or software/operating systems used)	
	Serial number		
	Warranty Repair - Proof of purchase required		Non Warranty Repair
2	Model name/number	Fault Description (Please note any error messages or software/operating systems used)	
	Serial number		
	Warranty Repair - Proof of purchase required		Non Warranty Repair
3	Model name/number	Fault Description (Please note any error messages or software/operating systems used)	
	Serial number		
	Warranty Repair - Proof of purchase required		Non Warranty Repair

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## Accessories

Please do not include any accessories with your unit (including batteries, memory cards, leads, manuals etc) unless believed to be connected to the possible fault. If you feel it's related to the fault please include prints/photos. For printers & multifunctional units please secure print head/ink tanks following the transport instructions in your user manual.

Please list accessories included (if applicable):

## Additional Information/Notes

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Thank you for taking the time to complete this form. Please make a copy of this form for your records.**

NB. Canon is committed to protecting your privacy and any personal information supplied by you will only be used for effecting the repair process. Your personal data is held securely by Canon and will not be used for any further purposes. Some of the information under this category does not qualify as personal information (e.g. Settings ), we will process this data to provide, maintain, protect, improve products and services and to develop new ones. For further details on Canon's Privacy Policy, please visit the [website](#)