

# Customer Repair Returns Form

Please complete this form in capitals and send it together with your product. The details will enable us to process your repair as quickly as possible.

Please note, this form is for use when sending an item to the **Canon Service & Repair Centre only**. When sending a repair to an **Authorised Service Facility (ASF)**, repair processes & any applicable fees will vary. For full details regarding individual ASF repair requirements, along with any applicable terms & conditions, please contact your selected ASF 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	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

## Repair Limits for non-warranty repairs

To ensure that you receive the shortest possible turnaround time we strongly advise that you pre approve limits for the cost of each repair that you have requested. Should the cost of repair exceed the limit you have set then you will be contacted to confirm your approval to proceed. ALL PAYMENTS MUST BE AUTHORISED BEFORE REPAIR CAN COMMENCE.

Repair Limit:

1		2		3	
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Please note, there will be no charge for No Fault Found, however a small handling charge may apply.

## Estimates

Estimates can be provided on request but please be aware that an administrative charge may be levied in the event that our estimate is declined. Requesting an estimate may also delay the overall repair time. To request an estimate please tick the box below to indicate that you accept these terms.

Estimate required

## Return Instructions

UPS delivery

Self collect

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 [www.canon-europe.com/terms\\_and\\_conditions/](http://www.canon-europe.com/terms_and_conditions/)