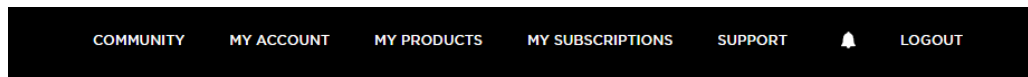


How to raise request for a Repair (fault with the product) or a Service (routine clean & check or maintenance).

1. Start the process.

Go to **SUPPORT** and select the product you would like to send for service and click “**Request a service**” if it's a routine clean & check or maintenance, or “**Request a repair**” if there is a fault with the product.



How can we help?

We are here to help answer your questions, resolve issues and point you in the right direction if you need a repair or service for your product.



Request a service

Expert services to keep your products working perfectly

REQUEST NOW




Request a repair

Quick and simple steps to arrange a repair

RAISE A REQUEST


2. Select your product

Product Service




EOS 5DS R
SERIAL NUMBER: 011011000101

SELECT PRODUCT



RF24-105MM F4 L IS USM
SERIAL NUMBER:

SELECT PRODUCT



RF 24-70MM F/2.8L IS USM
SERIAL NUMBER:

SELECT PRODUCT

Product not listed? Register a product in My Products or Raise a Request now

REGISTER A PRODUCT

RAISE A REQUEST

3. Fill in the request form.

The navigation bar for the 'Service and Repair Request Form' contains five steps: 1. Customer Details (highlighted with a red circle), 2. Product Details, 3. Address Details, 4. Shipping Details, and 5. Overview.

Customer Details

A dropdown menu for 'Country' with 'United Kingdom' selected. The dropdown is highlighted with a red rectangle.

Please carefully check the country you are located **right now** and shipping your product from. It may differ from the default country of your Business Account.

4. Select the service you need.

For a **REPAIR** fill in all fields and select options describing the issue as close as possible. Then select Type of request **“Chargeable Repair”** or **“Warranty”** if the product is still under warranty.

Your CPS Discount will be automatically applied to every repair request for any product registered in your Business Account.

The form includes several dropdown menus: 'What is the fault type?', 'What is the fault sub-type?', 'When do you experience this fault?', and 'Has there been any external influences?'. There is a text area for 'Fault description'. Below these are two main selection areas: 'Please select your request type*' with options 'Chargeable Repair' (selected), 'Warranty', 'Fixed Price Service', and 'Contract'; and 'Please select your request subtype*' with the option 'Quotation'. A note states: 'Please refer to our Terms of Service & Repair for full details and/or Invoice.'

Do not select Express Turn Around Time as it is already included in your CPS membership

This section shows the 'Please select your request type*' dropdown with 'Chargeable Repair' selected, and the 'Please select your request subtype*' dropdown with 'Quotation' selected. Below these are two advice messages: 'ADVICE: If you reject a Time & Cost Quotation, we will charge a rejection fee. Please refer to our Terms of Service & Repair for full details' and 'ADVICE: Please refer to our Express Services information and our Terms of Service and Repair for full details.'

Select	Service or Repair Type	Cost with VAT	Cost without VAT
<input type="checkbox"/>	Express Turn Around Time	50 EUR	42.02 EUR

For **MAINTENANCE** select Type of your request “**Fixed Price Service**” and “**Maintenance**”

Please select your request type *

Fixed Price Service

Please select your request subtype *

Maintenance

ADVICE: Please refer to our [Maintenance Services](#) information and our [Terms of Service and Repair](#) for full details.
The prices shown exclude any applicable membership discounts which will be applied upon invoice.

Select	Service or Repair Type	Cost with VAT	Cost without VAT
<input type="checkbox"/>	Sensor Clean & Check	51.6 GBP	43 GBP
<input type="checkbox"/>	EOS Service - Standard	102 GBP	85 GBP
<input type="checkbox"/>	EOS Service - Premier	133.2 GBP	111 GBP

Select Entitlement

Select	Entitlement	Balance	Cost
<input type="checkbox"/>	Maintenance Service Allowance	13.49 Token (12.01 GBP)	

For Free Maintenance included in your CPS membership, you must select Maintenance Service Allowance, otherwise service will be chargeable.

5. Send your product.

Select “Generate a shipping label (uninsured) for me” for the Next Business Day delivery included in your CPS membership and return as “Express Shipping”

Service location details

Type

Location Name

Location Address

Canon

Canon Professional Service Centre - UK


160, CentennialPark,Centennial Ave, Elstree, WD6 3SG, GB.

Choose your shipping preference

☐ Drop off your package to a nearby location

☒ Generate a shipping label (uninsured) for me

☐ I will arrange a courier to ship my package



How would you like your product to be returned?

Express Shipping

PREVIOUS

NEXT

After submission of your request download, print and attach to the box CPS Priority label so that we can provide you CPS Fast Turnaround time if applicable.

