

Canon Polska Sp. z o.o.

Warsaw, 25 August 2025

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Rejestru Sądowego
KRS: 0000075027
Kapitał zakładowy: 14.907.500 PLN

Dear Clients,

We are writing to let you know that Canon Poland is planning to implement an **integrated ORACLE system** as of **15 September** to standardise operational processes across various areas of our activities.

This letter presents information on modifications to processes related to our cooperation with you. In view of the complexity of the implementation, all planned modifications are included in this summary, taking into account the specificity of our company's areas of activity.

FINANCE

Change of bank account:

Our bank account number will change. When ordering payments to Canon Polska, please make sure that the bank details are correct:

- 1) Invoices issued up to 10 September 2025 should be paid to the previous bank account number with ING Bank Śląski S.A.
- 2) **Invoices issued after 15 September 2025 will feature the new bank account number with Deutsche Bank Polska S.A. to which payments should be made:**
 - i. **Bank account in PLN PL17 1880 0009 0000 0011 0167 1000**
 - ii. **Bank account in EUR PL60 1880 0009 0000 0011 0167 1002**

Checks of amounts receivable and payments:

- 3) On matters related to ongoing communication with the Canon Poland Debt Collection team, please use the following e-mail address: windykacja@canon.pl
- 4) In the event of late payments, the system will generate and send an e-mail **(from noreply@canon-europe.com)** with a list of outstanding invoices. The process remains unchanged, only the format of the generated letter has been modified.

MAINTENANCE SERVICE

1) Reporting device failures, maintenance inspections, and requests for other services

Once the new system has been implemented, the procedure for submitting requests will not change. Requests should be made by telephone at +(48) 22 430 60 77, +(48) 22 500 22 33 or by email to: polandsupport@canon.pl, or the existing address: serwis@canon.pl.

Maintenance service requests will be accepted by our Customer Service Desk (BOK), which will take over the functions previously performed by Canon Poland dispatchers. Requests will be accepted from Monday to Friday between 8:00 a.m. and 4:00 p.m. and, after registration in the ServiceNow IT system, assigned to Canon engineers for fulfilment on an ongoing basis.

To have your request accepted, please make sure to provide the serial number of the device. It can be found on the identification label placed on the front cover of the device, the nameplate or, in the case of office solutions, on the device panel after pressing 123. Acceptance of your request will be confirmed by email.

When accepting a request, the Customer Service Desk agent will confirm the contact details of the person making the request, including their email address, telephone number, and the location of the device.

2) Ordering toner, ink, and other consumables

For devices covered by a maintenance contract including toner management, the order fulfilment process will not change. Orders are placed automatically based on the toner consumption level reported by the device. For this feature to work properly, the device must be connected to the eMaintenance system via the internet.

For devices covered by a maintenance contract without toner management (this does not apply to colourWAVE, plotWAVE, Arizona, Colorado, varioPRINT iX, ColorStream, and ProStream solutions), orders should be placed by email at zamowienia@canon.pl or polandsupport@canon.pl. When placing an order, you need to provide the serial number of the device for which you are ordering the toner/ink.

For devices not covered by a maintenance contract (this does not apply to colourWAVE, plotWAVE, Arizona, Colorado, varioPRINT iX, ColorStream, and ProStream solutions), orders should be placed by email at zamowienia@canon.pl or polandsupport@canon.pl.

When placing an order, you need to provide the serial number of the device for which you are ordering the toner/ink as well as the counter reading.

3) Orders for devices in the group: colourWAVE, plotWAVE, Arizona, Colorado, varioPRINT iX, ColorStream, and ProStream

The ordering system for these devices will not change.

4) Checking the status of a maintenance service request, toner/ink/consumables order

You will be informed by email about the status of your maintenance service request. On the day of the maintenance visit, our engineer will contact you by telephone to provide information about the expected date and time of the visit.

The status of your order for consumables (toner/ink/staples) will be communicated to you by email.

5) Self-service

For selected models (e.g. varioPRINT 6000), users can replace consumables themselves. If you have Canon's approval for such operations, please contact our Customer Service Desk for detailed procedures and the forms necessary for ordering consumables.

6) IMAC services (device relocation, reconfiguration)

Please send any requests for IMAC services to the Customer Service Desk. Designated Canon Poland employees will coordinate and contact you to arrange the details of the service.

7) Confirmation of maintenance service fulfilment

After completing the maintenance service, the engineer prepares a report in a mobile application (available on the Canon Poland employee's smartphone). The user can check the summary details (working time, spare parts used, status of the device after repair work).

Please note that the maintenance visit report will no longer be sent in PDF format to the user's e-mail address, as was the case previously.

8) Paid maintenance services

If you are interested in ordering a paid maintenance service (for devices without a maintenance contract, services beyond the scope of the contract), please contact our Customer Service Desk.

Requests are processed according to the following procedure:

- the request is recorded in the ServiceNow system,
- the service quotation is prepared by a Canon Poland employee,
- the client receives the quotation details by email.

Further arrangements between the client and the Canon Poland representative are made by email. Approval of the scope and price of the service by email is considered an order with an obligation to pay. During the provision of the service, the maintenance engineer may propose changes to its scope and price to the user.

- Upon completion of the service, the engineer prepares an electronic report, which is recorded in Canon's IT systems. Reports will no longer be sent to clients by email.
- An invoice for the service is issued based on email orders placed by the user or the confirmation (with a signature) of the scope and price of the service in the application on the maintenance engineer's smartphone.

9) Complaints

Should you be dissatisfied with our maintenance service, please contact our Customer Service Desk. Once your complaint has been registered, it will immediately be reviewed by the Canon Poland Team.

FULFILLMENT OF ORDERS FOR TONER AND OTHER CONSUMABLES

- 1) Following the system modifications, deliveries of toners, ink cartridges, and consumables will be shipped from the central warehouse in the Netherlands. This may result in longer order fulfilment times. We will not be able to offer 24-hour delivery.
- 2) Given the required data migration between the systems, **you may experience restrictions on the availability of products between 1 and 12 September 2025, and we may be unable to ship products from our warehouse on 11 and 12 September 2025.** Please take these restrictions into account and plan for additional stock to avoid any downtime.

3) Invoicing

With the new system, the layout of invoices issued by Canon Poland for the delivery of products and services will change.

Examples of invoices with descriptions will be published in early September on Canon's website at: https://www.canon.pl/about_us/system-oracle-w-canon-polska/



Ordering and shipping process:

- 1) Our customer relations remain unchanged; account managers will continue to provide expert support, advise you on the selection of optimal solutions, present offers, and negotiate the terms of contracts.

Furthermore, please note that the **CONTACT section** on the Canon website **will be updated** as of 15 September. The new layout of the website will allow you to quickly find the appropriate topic and submit your enquiry using the available contact forms.

On behalf of the entire Canon Polska team, we would like to thank you for your custom. We believe that the implementation of the integrated Oracle system will streamline our work, improving the quality of service for Canon Polska customers.

On behalf of Canon Polska Sp. z o.o.

Paweł Kicman
Finance Director
Canon Polska