

Customer Repair Returns Form

Before you send your unit into one of the Canon Authorised Service Facilities (ASF), 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.

Customer/Billing details	Return address details if different
* Full Name	Full Name
* Address	Address
* Postcode	Postcode
* City	City
* Country	Country
* Mobile number	Mobile number
* E-Mail Address	Alternative telephone number
VAT number (for companies)	E-Mail Address
CPS Membership number, if applicable CPS Membership Level G / S / P / V	

Fields marked with a * are mandatory

3 UNITS MAXIMUM FOR CPS PRIORITY

1	Model name	Fault Description (Please note any error messages or software/operating systems used)		
	Serial number			
	Warranty Repair Enclose receipt	Fixed price ¹ SEK incl. VAT <input type="text"/>	Repair limit SEK incl. VAT <input type="text"/>	Cost Estimate

2	Model name	Fault Description (Please note any error messages or software/operating systems used)		
	Serial number			
	Warranty Repair Enclose receipt	Fixed price ¹ SEK incl. VAT <input type="text"/>	Repair limit SEK incl. VAT <input type="text"/>	Cost Estimate

3	Model name	Fault Description (Please note any error messages or software/operating systems used)		
	Serial number			
	Warranty Repair Enclose receipt	Fixed price ¹ SEK incl. VAT <input type="text"/>	Repair limit SEK incl. VAT <input type="text"/>	Cost Estimate

¹ Upon particles/liquid/bump damage, we reserve the right to send you a cost estimate. If the product has been checked previously and a cost estimate has been made for the same problem, the repair cannot be changed into Fixed Price.

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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): _____

Here are our different types of repair services:

- **Warranty Repair:** Please include proof of purchase in case of warranty repair.
- **Fixed Price:** Quick and priceworthy alternative. We repair all faults found in your product for a fixed price even if the actual cost exceeds the fixed price. However, we reserve the right to offer you a cost estimate if your product is malfunctioning due to particles/liquid/bump damage. There will not be an examination fee if you choose to decline the cost estimate and want your product returned to you. Please note! If the product has been checked previously and a cost estimate has been made for the same problem, we cannot handle the repair at Fixed Price. The Fixed Price offer is not valid for preventive or cosmetic repairs. Please contact the workshop for your Fixed Price.
- **Maximum Price:** You decide the maximum repair cost, a price that you feel is acceptable. In return, the time for reparation decreases dramatically when compared to the cost estimate. Your product will be repaired as long as it stays within the maximum repair cost and it can even be lower. If the repair would exceed the maximum price, you will be sent a cost estimate before we continue with the repair. There will be an examination fee between 500SEK to 725SEK incl. VAT + freight cost, depending on the product, if you decide to decline the cost estimate.
- **Cost Estimate:** We examine your device according to your fault description and send you a cost estimate via e-mail. There will be an examination fee of between 500SEK to 725SEK incl. VAT + freight cost, depending on the product if you decide to decline the cost estimate and want the product shipped back un-repaired. Please note! If a cost estimate has been requested, or if the product has been checked previously and a cost estimate has been made for the same problem, the repair cannot be changed into Fixed Price.

Additional information to the workshop:

For camera or lens:

Have you tried to reset the camera settings to see if the problem disappears? Yes No
Can you enclose photos showing the fault? (must be non-edited photos with exif data on memory card or USB): Yes No
If the case concerns a lens, to what camera model is the lens used for? _____

For printers:

The printer connects to: PC Mac Android iOS unit Windows mobile Other unit
What operating system is used on the unit the printer is connected to? (E.g. Win10, Mac 10.7): _____
Is the printer is connected to a network? Type? (E.g. ADSL, Fiber, mobile network, company network): _____
How is it connected? Cable via router WiFi via router Switch Direct Don't know
Paper format used when problem occurred? (E.g. Standard 80g, if photo paper which type): _____
Which tray was used when the problem occurred? (E.g. Tray 1, 2, manual, back, front): _____
Copying/scanning from the glass or paper feeder? Glass Paper feeder

Send package:

Please send the product to one of the addresses below depending on freight shipping service.

Recommended shipments (REK)

PostNord Corporate packages and other freight companies
Canon RCC, Krokslätts Fabriker 16B, 431 37 Mölndal

Post office package (MyPack, end customers):

Canon RCC, Box 121, 431 22 Mölndal

NB! Do not send recommended packages to this address

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 refer to our [Terms and Conditions](#).