



Professional Broadcast Lens Repair Form



Contact Information

Company Name:	<input type="text"/>	Address 1:	<input type="text"/>
First Name:	<input type="text"/>	Address 2:	<input type="text"/>
Last Name:	<input type="text"/>	City:	<input type="text"/>
Phone:	<input type="text"/>	State:	<input type="text"/>
Email:	<input type="text"/>	Zip Code:	<input type="text"/>

Technical Contact

First Name:	<input type="text"/>	Cell Phone:	<input type="text"/>
Last Name:	<input type="text"/>	Email:	<input type="text"/>

Billing Information

Company Name:	<input type="text"/>	Billing Acct:	<input type="text"/>
First Name:	<input type="text"/>	Address 1:	<input type="text"/>
Last Name:	<input type="text"/>	Address 2:	<input type="text"/>
Phone:	<input type="text"/>	City:	<input type="text"/>
Email:	<input type="text"/>	State:	<input type="text"/>
		Zip Code:	<input type="text"/>

Shipping Information

Same as Bill to:	<input type="checkbox"/>	Shipping Co.:	<input type="text"/>
Company Name:	<input type="text"/>	Shipping Acct.:	<input type="text"/>
First Name:	<input type="text"/>	Address 1:	<input type="text"/>
Last Name:	<input type="text"/>	Address 2:	<input type="text"/>
Phone:	<input type="text"/>	City:	<input type="text"/>
Email:	<input type="text"/>	State:	<input type="text"/>
		Zip Code:	<input type="text"/>

Product Information

Model Name:	<input type="text"/>	Serial Number:	<input type="text"/>
Is this a Warranty Request:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date Of Purchase:	<input type="text"/>
<small>Proof of purchase required for warranty repairs</small>		Rush Repair	<input type="checkbox"/>
Describe Issue and/or Problems.		Date Needed by:	<input type="text"/>

List any accessories you included for evaluation and how they relate to the issue(s).

Please include the following in your shipment:

1. A copy of your Proof of Purchase. This is required for in-warranty repairs.
2. This Professional Broadcast Lens Repair Form.
3. Accessories that are associated with the problem. You can also include accessories if you simply want them evaluated, as well.

Shipping Instructions:

1. Secure the equipment carefully in a hard shipping case or a box with suitable packing materials to ensure proper protection during shipping.
2. Select a carrier that provides tracking information for the package.
3. Insure the package for the value of the product.
4. Ship the package to the location nearest to you, shown in the table.

The repair will take approximately 7 business days* from receipt of payment. The 7 days does not include shipping time.

Notice: Canon reserves the right to dispose of products which have been submitted to Canon for repair, but which remain unclaimed after Canon has sent a final notification to the customer that the repair has been completed or that such repair cannot be performed. In the unlikely event that any additional damage is found during the repair process due to liquid/water, sand, corrosion or impact (such as dropping the unit), a revised estimate will be sent to you for your review and authorization.

*Actual times may vary. Seasonal volume or repairs requiring special parts may add more time.

Thank you for allowing us this opportunity to serve you.

Best Regards,
Canon Broadcast Service & Support

PLEASE SHIP YOUR PRODUCT TO
ONE OF THE FOLLOWING
CANON FACTORY SERVICE
LOCATIONS

Canon Broadcast Service & Support
123 Paularino Avenue
Costa Mesa, CA 92626
1-800-423-LENS (5367)
cabctvservice@cusa.canon.com

Canon Broadcast Service & Support
125 Chubb Ave STE 100N
Lyndhurst, NJ 07071
1-800-423-LENS (5367)
njbctvservice@cusa.canon.com

Canon Broadcast Service & Support
100 Park Blvd.
Itasca, IL 60143
1-800-423-LENS (5367)
ilbctvservice@cusa.canon.com

Canon Broadcast Service & Support
3200 Regent Boulevard
Irving, TX 75063
1-800-423-LENS (5367)
txbctvservice@cusa.canon.com