



Canon Factory Service Center Repair Request 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"/>

Include your email address for faster communication regarding your repair.
Please be assured that your email address will not be used for any other communication.

Canon offers automated phone calls providing status updates on your repair(s). To opt out of this service, and all future automated status updates, please check the box below.

Opt-Out Automated Status Update Calling

Shipping Information

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

Proof of purchase required for warranty repairs

Describe Issue and/or problem.

List any accessories you are including with the repair:

<input type="checkbox"/> Memory Card	<input type="checkbox"/> Power Cable	<input type="checkbox"/> Lens (indicate lens type in issue field above)
<input type="checkbox"/> Battery	<input type="checkbox"/> Caps	<input type="checkbox"/> Other _____



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Please include the following in your shipment:

1. If this request is for an in-warranty repair, a copy of your Proof of Purchase.
2. This Canon Factory Service Center Repair Request Form.
3. Accessories that are associated with the problem.

Shipping Instructions:

Important! Canon is not responsible for equipment/accessories that are damaged or lost in shipping. You bear all risk of such damage or loss.

Therefore, we strongly advise that you follow these instructions carefully.

1. Secure the equipment carefully in a sturdy box with suitable packing materials to ensure proper protection during shipping.
2. Use a carrier that provides tracking information for the package.
3. Insure the package for the value of the equipment/accessories.
4. Ship the package to one of the Canon Factory Service locations, shown in the table below.

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

Canon Shipping Solution with The UPS Store®

Canon USA and The UPS Store® have partnered to provide our customers with a convenient repair drop-off solution at one of the 4,600+ participating The UPS Store® retail locations.¹

With the Canon Shipping Solution program, you receive a 20% discount off local retail rates for packing services and supplies (box, tape, bubble wrap) including The UPS Store® [Pack & Ship Guarantee](#), and 5%-8% off select shipping (local retail rates)² on Canon products shipped to our Costa Mesa, CA or Newport News, VA Factory Service Centers for repair.

Simply print the attached PDF [here](#) and bring in to your nearest participating The UPS Store® retail location. [Find a location near you.](#)

1. Services are void where prohibited and may not be available at all locations. Participating locations may change from time to time.
2. Commercial Ground – 5% off local retail rates
Commercial 2nd Day Air, Commercial NDA Saver, Commercial NDA – 8% off local retail rates

Participants are subject to the terms of The UPS Store. This is a UPS Store program and may change or be discontinued in their sole discretion. Participants wishing to declare to the carrier a value in excess of \$100 on any packages shipped from a participating location can do so at an additional charge. Please contact The UPS Store for details.

*Participating Factory Service Centers only (California/Virginia)

Once your equipment/accessories are received at our Factory Service Center, you will receive a confirmation receipt and, if applicable, an estimate. If you do not have an email address, the confirmation will be sent via US Mail. You can easily track the status of your repair online at www.usa.canon.com/repair.

Notice: Canon reserves the right to dispose of equipment/accessories 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 Factory Service Center

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

Canon Factory Service

100 Ridge Road
Jamesburg, NJ 08831
866-510-1335

Canon Factory Service

12022 Canon Boulevard
Newport News, VA 23606
866-510-1335

Canon Factory Service

123 Poularino Avenue
Costa Mesa, CA 92626
866-510-1335