

## CANON imageCLASS 4100 Series LIMITED WARRANTY

The limited warranty set forth below is given by Canon U.S.A. Inc., ("Canon USA") with respect to the Canon imageCLASS MF4100 Series packaged with this Limited Warranty (the "Product") and which is purchased and used in the United States, subject to the conditions below. THIS LIMITED WARRANTY DOES NOT COVER THE CARTRIDGE 104 FOR WHICH A SEPARATE WARRANTY IS GIVEN. PLEASE CONTACT CANON USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE CARTRIDGE 104 LIMITED WARRANTY.

The Product, when delivered to the original purchaser or the person for whom it was purchased as a gift (the "Purchaser") in new condition in the original container, is warranted against defective materials or workmanship, under normal use and service, for a period of one (1) year from the date of purchase as follows: defective parts in the Product, that are proven to be defective upon inspection, will be repaired or replaced with new or comparable rebuilt parts when such Product is returned to a Canon Authorized Service Facility ("ASF") under the CARRY-IN/MAIL-IN SERVICE option described below, or with a refurbished or reconditioned unit, when such Product is returned to Canon USA under the EXCHANGE SERVICE option described below. This warranty shall not extend to consumables such as paper, as to which there shall be no warranty or replacement. Warranty replacement shall not extend the original warranty period of the Product.

In order to obtain warranty service, please call the Canon Help Desk at 1-800-828-4040, between 8 a.m. and 8 p.m. ET, Monday through Friday, and Saturday between 10 a.m. and 8 p.m. ET, except holidays, to obtain either CARRY-IN SERVICE/MAIL-IN SERVICE or EXCHANGE SERVICE, and follow the applicable procedures (described below). Note that a dated proof of purchase is required at the time of service. This requirement will be satisfied by providing a copy of your dated bill of sale or invoice.

1.) CARRY-IN/MAIL-IN SERVICE: You will be provided the name and telephone number of the ASF nearest to your location. You must contact an ASF during such ASF's normal business hours to schedule the repair. If shipping is involved, it is your responsibility to properly package and send the Product (at your cost) to the ASF, together with your dated proof of purchase and a complete explanation of the problem. A Product covered by this limited warranty will be repaired and returned to you without charge by the ASF. Repairs not covered under this warranty will be charged to you at the then-current service rates of the ASF.

2.) EXCHANGE SERVICE: A Canon Help Desk technician will attempt to diagnose the nature of the problem and, if possible, correct it over the telephone. If the problem cannot be corrected over the telephone, a Return Authorization Number (RA) will be issued to you. You will be asked for the Product serial number and other information pertaining to your defective Product and for a ship-to location for the replacement Product (street address only, no P.O. Box). You must also provide your major credit card number. Your credit card will be charged in an amount up to the cost of a new Product (a) if your defective Product is not received by Canon USA within 10 business days after you receive the replacement Product, (b) if the defects in the defective Product are not covered by this limited warranty, or (c) if the warranty period on the Product has expired or has not been sufficiently established by you by supplying the appropriate documentation.

The Canon Help Desk will ship out the replacement Product prepaid by Canon USA. After receipt of the replacement Product (with instructions and a prepaid waybill), follow the instructions on how to ship the defective Product to Canon USA. You must return the defective Product in the shipping carton in which the replacement Product was packed, include the Return Authorization Number (RA), a copy of your dated proof of purchase (bill of sale), and a complete explanation of the problem. DO NOT INCLUDE ANY OTHER ITEMS IN THE RETURN SHIPPING CARTON AND BE SURE TO RETAIN YOUR CARTRIDGE, POWER CORD, USER'S MANUAL, PAPER TRAYS, AND WARRANTY CARD.

EXCHANGE SERVICE expedites the exchange of a defective Product with a replacement Product. The Canon USA Help Desk must receive your request for this service by 4 p.m. ET, Monday through Friday, except holidays to ensure that the replacement Product ships by the next business day (two (2) business day EXCHANGE SERVICE for Alaska and Hawaii). Canon USA does not guarantee next business day service in the event of the occurrence of factors beyond Canon USA's reasonable control. The replacement Product you receive will be a refurbished or reconditioned unit and will be covered for the balance of the period remaining on your original limited warranty. NOTE THAT BY USING THIS SERVICE, YOU WILL KEEP THE REPLACEMENT PRODUCT THAT IS SENT TO YOU. CANON USA WILL RETAIN THE DEFECTIVE PRODUCT THAT YOU ORIGINALLY PURCHASED, WHICH SHALL BECOME THE PROPERTY OF CANON USA.

Technical support\* options include:

- Web Support: interactive troubleshooting, e-mail technical support, the latest driver downloads, and answers to frequently asked questions ([www.canontechsupport.com](http://www.canontechsupport.com))
- Toll-free technical support during the one-year warranty period (1-800-828-4040)
- The location of the ASF nearest you for Carry-In Service (1-800-828-4040)

All telephone support hours are between 8 a.m. and 8 p.m. ET, Monday through Friday, and Saturday between 10 a.m. and 8 p.m. ET, except holidays.

This warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment and software. Canon USA shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. NON-CANON BRAND COMPUTERS, PERIPHERAL EQUIPMENT AND SOFTWARE WHICH MAY BE DISTRIBUTED WITH, OR FOR THE PRODUCT ARE SOLD AS IS, WITHOUT WARRANTY OF ANY KIND BY CANON USA, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The sole warranty, if any, with respect to such non-Canon brand item is given by the manufacturer or producer thereof.

Regardless of which service option you choose, this warranty shall be void and of no force and effect if the Product is damaged as a result of (a) abuse, neglect, mishandling, alteration, electric current fluctuation or accident, (b) improper use, including failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon USA's operator's manual or other documentation, (c) installation or repair by other than authorized service representatives qualified by Canon USA who are acting in accordance with Canon USA's service bulletins, (d) use of supplies or parts (other than those distributed by Canon USA) which damage the Product or cause abnormally frequent service calls or service problems or (e) use of the Product with non-compatible computers, peripheral equipment or software, including the use of the Product in any system configuration not recommended in any manual distributed with the Product. Nor does this warranty extend to any Product on which the original identification marks or serial numbers have been defaced, removed, or altered.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT. NO OTHER WARRANTY OR GUARANTEE, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM, OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON USA OR ANY ASF. (SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.) NO WARRANTY IS GIVEN ON ANY USED PRODUCT, ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE MEDIA ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE DISTRIBUTED WITH OR FOR THE PRODUCT. IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON USA. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NEITHER CANON USA, CANON USA AFFILIATES, NOR ANY ASF SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA OR ANY ASF), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR FOR ANY OTHER SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF CANON USA OR ANY ASF HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR ANY ASF BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE OR INABILITY TO USE THE PRODUCT SOLD BY CANON USA NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA OR ANY ASF. (SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.) THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE PURCHASER OF THE PRODUCT OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT AND STATES YOUR EXCLUSIVE REMEDY.

This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

\* Support programs are subject to change without notice.

# Canon

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