

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.

Fields marked with a * are mandatory

Customer Name/Address details	Return address details if different
* Full Name	Full Name
* Address	Address
* City/Province	City/Province
* Post/Zip code	Post/Zip code
* Country	Country
Helpdesk Service Request number (if applicable)	
* Preferred telephone number	Preferred telephone number
Alternative telephone number	Alternative telephone number
E-Mail address	E-Mail address
CPS membership No, if applicable	CPS membership no if applicable
B.T.W. no / V.A.T. no/ Fiscal no., if applicable	B.T.W. no / V.A.T. no/Fiscal no if applicable

Product Information	
* Model name/number <small>(Please use an additional form for any additional products)</small>	Serial number of main unit <small>(Please use another form for additional products)</small>
* Fault Description <small>(Please note any error codes or software/operating systems currently displayed/used.)</small>	
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 & multi-functional units please secure print head/inks tanks following the transport instructions in your user manuals. Please list accessories included (if applicable):	

PHOTOCOPY of your valid proof of purchase included: YES NO

Please ensure that the product is packed with sufficient protection to prevent damage during transit

Thank you for taking the time to complete this form, please make a copy for your records

NB Canon is committed to protecting your privacy and any personal information supplied by you will be used by Canon solely for the purpose of handling the repair of your Canon product. Your personal data is held on secure computer and manual files and shall not be processed for any other purposes. For further details on Canon's Privacy Policy, please visit the website www.canon.co.uk.