

# CANON MANUFACTURER'S WARRANTY FOR CANON CBS PRODUCTS

(applies to purchases made on or after 1<sup>st</sup> January 2018)

This warranty applies to the Canon product categories listed below (**Products**) purchased in Australia or New Zealand from Canon Australia Pty Ltd or Canon New Zealand Ltd (**Canon**) or their respective authorised distributors, dealers or retailers.

Canon-branded products purchased from other sources (including 'grey', 'parallel' or 'direct' imports) are not covered by this warranty. Those may come with a different warranty offered by the retailer or relevant sales company based in another country.

You will need proof of purchase to make a warranty claim so please keep your receipt and warranty card safe. You can also register your product on our website as a record of your purchase.

## Consumer Guarantees

You have rights under applicable Australia and New Zealand consumer laws.

*For goods supplied in Australia only:* Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

*For goods supplied in New Zealand only:* This warranty applies in addition to your rights under the Consumer Guarantees Act 1993. More information on the Consumer Guarantees Act is available from Consumer Affairs.

## Canon manufacturer's warranty

In addition to your consumer rights, Canon offers the following manufacturer's warranty:

1. With normal use and service, during the Warranty Period stated below, Canon warrants the Products will be free from defects arising wholly or substantially from faulty parts, manufacture or workmanship:

| Product (purchased new and unused, or Canon-refurbished (not second hand)) | Warranty Period (from date of purchase) |
|--|---|
| imageRUNNER MFDs   | 12 months                               |
| imagePRESS MFDs  | 12 months                               |
| imagePROGRAF Large Format Printers   | 24 months                               |
| imageFORMULA Document Scanners   | 12 months                               |
| imageCLASS Laser Printers  | 12 months                               |

2. Canon's warranty does not cover:
  - a. replacing consumables including drums, ink, toner and paper;
  - b. any software included with the Products; or
  - c. any malfunction or specific requirement of any other item of hardware or software you link to the Product.
3. Canon's warranty does not apply where damage is caused by external factors including:
  - a. normal wear and tear;
  - b. damage caused outside Canon's control such as accidents, disasters, electrical faults, power surges, lightning, internet connection fault, vandalism or burglary;

- c. your negligent or improper use of the Products including failing to follow operating instructions or providing an unsuitable customer environment;
  - d. liquid exposure or infiltration of foreign particles;
  - e. repairs or modification of the Products except by Canon or its authorised service agents;
  - f. using unsuitable ink or toner or other materials in the Products;
  - g. using any other consumables, accessories, supplies, parts or devices not conforming to Canon's specifications; or
  - h. shipping or other transit.
4. Subject to your rights under consumer law, Canon excludes all liability in respect of the Product for any loss that is not reasonably foreseeable from a failure of the Product including liability for negligence, loss of your data, loss or damage to third party software, loss of expenditure associated with the Product, losses incurred while the Product is being repaired or during transit to or from Canon, or loss of enjoyment.
  5. This warranty is not transferable.

## MAKING A WARRANTY CLAIM

To make a claim, notify Canon or our authorised service agents as soon as possible by telephoning Canon on 13 13 83 (Australia) or 0800 222 666 (New Zealand) or emailing Canon Australia at: [www.canon.com.au/en-AU/Personal/Support-Help](http://www.canon.com.au/en-AU/Personal/Support-Help) or Canon New Zealand at: [www.canon.co.nz/en-NZ/Business/Support/Dealer-Service-Locator](http://www.canon.co.nz/en-NZ/Business/Support/Dealer-Service-Locator). Or visit [www.canon.com.au/register](http://www.canon.com.au/register) (Australia) or [www.canon.co.nz/register](http://www.canon.co.nz/register) (New Zealand).

You may be asked to provide a written description of the problem, images or other relevant material. The service team may try to troubleshoot the problem with you first. Remember, please have your proof of purchase ready.

If we need to examine the Product then, except as otherwise required by consumer law, you must pay for all packing, freight and insurance costs to ship the Product to Canon or our authorised service agent.

If Canon accepts your warranty claim, we will, at our cost (and subject to your consumer law rights) repair or replace any faulty parts or rectify any faulty workmanship, either perform the work on-site or return the Product to you.

If your warranty claim is not accepted, Canon or our authorised service agents may still be able to resolve your problem, where service is charged at our standard rates (only with your prior approval) and either perform the work on-site or deliver the Products for repair at your cost.

*For goods supplied in Australia only:* If the Product is in a Regional location more than 25 kms from an authorised service agent, travel charges (per kilometre) are chargeable on a return basis from our authorised service agent to you. If the Product is in a Remote location, disbursements like accommodation and travel charges (per kilometre) are chargeable on a return basis from Canon or our authorised service agent's location.

'Metropolitan' means a location within 50 kilometres of the GPO of Adelaide, Brisbane, Canberra, Melbourne, Sydney or Perth in Australia. 'Regional' means a location that is not Metropolitan or Remote. 'Remote' means a location that is either identified with a geographic zone of 'Remote' or 'Very Remote' based on the

Australian Bureau of Statistics' Australian Standard Geographical Classification structure published on its website ([www.abs.gov.au/geography](http://www.abs.gov.au/geography)) or outside a 100km radius from our authorised service agent or both.