

Inspires to achieve more



Consumer Products Request for Return Materials Authority Application

Fax this form to: 02 9805 2110 or email: rma@canon.com.au with attachments

The DOA period for Printers, Scanners, All in One, Copiers, Consumables, Digital Cameras, Digital Video Cameras is 14 days from Date of Purchase by end user, **All return stock will be credited to store account.** Our Calculators & Consumer Product Accessories carry 12 month warranty with replacement; retailer replaces or refunds end user if product has a defect.

We **must** have correct **store pick up address** and **Canon Invoice # with copy of your customer receipts showing goods purchased were returned within 14 days of sale:**

Retailer/ Store Name: _____ Acc# _____ Date applied: ___/___/___

Contact Person 1 (Claim) _____ Contact Person 2 (Pick-Up) _____

Phone: () _____ Fax: () _____

Pick up Address: _____

Suburb: _____ Post Code: _____

Location of where goods can be found in store. (eg. Back dock) _____

Special Instructions: _____

Quantity of cartons to be collected: _____ **(Must be completed)**

Store Claim #: _____ **(Required if store uses to raise claim, include copy.)**

Model & Qty	Serial #	Canon invoice #	Customer Purchase Date	Customer Return Date	Faulty (#) or state New	Comment:

Faulty returns: Place in Return Code; e.g 1-No Power

- 1) No Power
- 2) Display or Function Error
- 3) Communication Error
- 4) Printing / Paper feed / Scanning problem

5) Other Fault: Please explain _____

New Stock returns – Place in Return Code; e.g NEW

Comment must be written on why your store is sending back goods?

Any NEW product returns with box damages such as Store Barcodes, Stickers or crushed cartons will not be accepted by our business, product needs to be returned in same condition as supplied.

Canon Australia will arrange pick-up of product(s) Via AIR ROAD approved RMA's will be picked up within 2 to 5 days. Please attach a copy of this form to ALL shipping carton(s). Prompt pick up of stock call **AIR ROAD on 1300 798 803** and quote the **consignment note # CRL** and seven digit code as below.

Store Enquires Ph (02) 9805 2631 or Ph (02) 9805 2717 or best email: rma@canon.com.au

Canon Use Only:

RMA Number: _____ **C/Note:CRL** _____

Approved By: _____

Date Approved: ___/___/___

Comments/Outcome: _____