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## Section 1

### 1.1 Consumer Product Material Authority application POLICY

#### PURPOSE

To maintain and establish a uniform system to action Dead on Arrival (DOA) product received by an end user from a Retailer of Consumer Product.

#### DEFINITION of DOA or Early Life Failure

Consumer Products include; Laser Beam Printers, Bubble Jet Printers, Scanners, Personal Faxes, Personal Copiers, Digital Cameras, Digital Video Camera and all respective accessories, [Consumables \(see Note II\)](#), Calculators and all product accessories (See Note i).

For the purposes of this policy, DOA is defined as any new product found to have a Manufacturer defective, i.e. experiencing faulty parts or workmanship within 14 days of the end user's date of purchase. This policy is not intended for an end user purchase error, change of mind or Physical damage.

The aim is for retailer to replace the defective product from retailer store stock (to the end user) and retailer goes back to supplier, if stock was supplied by Canon Australia Pty. Ltd. directly then this RMA policy is to be applied.

A retailer **must have purchased the product direct from Canon** to be eligible for a DOA credit. A Reseller who purchases from a Canon dealer must return to that dealer for replacement/credit.

Any product that has exceeded the **14 day Customers date of purchase** is to be repaired or replaced by a Canon Authorized Service Agent or Canon directly. Please contact Canon Customer Care on **13 13 83** or visit our web-site [www.canon.com.au](http://www.canon.com.au) for your nearest service centre.

#### PROCEDURES for handling DOA

The end user, upon finding the Consumer product defective within 14 days of the purchase date, repacks the product and returns to place of purchase. Goods must be in pristine condition with all accessories enclosed.

End user proof of purchase must be attached with documentation for return.

The retailer confirms that the product is eligible as a DOA return and not user error, Retailer replaces DOA product with a new product from their current stock to the customer. RMA application form needs to be applied within a 2 week window from date of delivery of goods back to retailer, using the Consumer Product RMA application form via Fax (02) 9805 2110 or emailed to [rma@canon.com.au](mailto:rma@canon.com.au).

Retailer completes the **Consumer Product Request for Return Materials Authority (RMA) application form** and fax or email to the Canon Head office Consumer Returns Officer. Stores who raise a claim number must make a note of the claim number on the Canon RMA form and send copy of the claim form; this will allow us to provide accurate credits back to store.

#### Canon RMA team will process application:

The approved or rejected RMA Form is faxed back to the retailer by a RMA team member Returns Officer. The approved RMA will be identified by an 8 digit RMA Number, this RMA form/number **must be attached with the goods**.

All approved RMA products will be 'picked up' by Canon Australia preferred courier within 2 to 5 working days of having received an RMA Number. A consignment note via Air Road usually starts with CRL then a seven digit number follow up via Air Road can be obtained by calling 1300 798 803

On receipt of goods at Canon Oceania Distribution warehouse with approved RMA and correct goods supplied, Canon will provide credit to the store account.

**Goods returned without approved Request for Return Authority form will be rejected and returned to sender at the sender's expense by Canon warehouse.**

- (i) **Please use this procedure for Calculator and all product Accessories warranty claims. Calculators and all product accessories are eligible for 12 months warranty replacement at store of purchase.**
- (II) **Consumable Returns is subject to resolution with 14 days from end user purchase date, other matters need to be referred to customer service.**



Continued

## 1.2 General Returns

### PURPOSE

To maintain and establish a uniform system to investigate and action any general returns for incorrect orders shipped, duplicated order shipments, other returns only when approved by Canon Australia Pty. Ltd. Consumer Imaging products management. Damaged goods in transit on delivery must be noted on consignment form at time of receipt.

The aim is to credit the Retailer after Return Material Authority form approval has been granted, goods picked up and received confirming stock has been correctly returned at Canon Warehouse in a Pristine Condition.

### PROCEDURES

The retailers upon finding the delivered goods are errors made by Canon order entry staff, application needs to be applied within a 2 week window from date of delivery of goods, using the Consumer Product RMA application.

The retailer completes the request for Return Material Authority Application Form and faxes form to the Consumer Returns Officer via **Fax No. 02 9805 2110** or email [rma@canon.com.au](mailto:rma@canon.com.au) clearly identifying on RMA form why new stock is being returned. If retailer has any questions regarding RMA call 02 9805 2631 or 02 9805 2717 or email [rma@canon.com.au](mailto:rma@canon.com.au).

The approved request for Return Material Authority Form is faxed back to the retailer, and processed as per DOA application.

Returned **NEW** goods must be in original pristine condition box, **no labels** placed on product picture box and unopened packaging. Damage 'subject to checking with Transport Company on pick up' if box has been damaged by store, goods will not be accepted for return by Canon.

New goods received with box or product "Damages" must be reported via email [rma@canon.com.au](mailto:rma@canon.com.au) or fax 02 9805 2110 with photographs, Consignment Note Number and a Consumer Product RMA Application form, within 48 hours of delivery by store warehouse to Canon.

### Other Returns:

Generally, it is not Canon's policy to accept stock returns, however where a return is approved by Canon Senior Management, a Canon **Return Authorisation number will be required** before shipment of the goods. All non Authorised Cancellation Returns will incur a handling fee of 15% on the value of the goods when stock is returned and rejected by a store or maybe sent back to store after consultation with ordering entry process.