



**Consumer Products Request for Return Materials  
Authority Application**

**Fax this form to: 02 9805 2110 or email: [rma@canon.com.au](mailto:rma@canon.com.au) with attachments**

The DOA period for Printers, Scanners, All in One, Copiers, Consumables, Digital Cameras, Digital Video Cameras, Film Cameras is 14 days from Date of Purchase, **All return stock will be credited only.** Our Calculators & Consumer Product Accessories carry 12 month warranty with replacement at retailer if found to have manufacturing defect.

**We MUST have correct store PICK UP ADDRESS and Canon Invoice # with copy of your customer receipts showing DOA goods purchased were returned within 14 days:**

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 #: \_\_\_\_\_ (Only required if store uses to raise claim, include copy.)**

Model & Qty	Serial #	Canon invoice #	Customer Purchase Date	Customer Return Date	Faulty (# below) or state <b>New</b>	Approved Yes or No

**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 Store Barcodes / Stickers will incur a 15% restocking fee, must be received by courier in undamaged box.**

**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 # as below.**

Store Enquires Fax) 02 9805 2110 Ph (02) 9805 2631 Ph 02 9805 2717 or email: [rma@canon.com.au](mailto:rma@canon.com.au)

Canon Use Only:

**RMA Number: \_\_\_\_\_ C/Note: CRL \_\_\_\_\_**

Approved By: \_\_\_\_\_

Date Approved: \_\_\_/\_\_\_/\_\_\_

Comments/Outcome: \_\_\_\_\_