

Warranty Terms

I. Warranty common terms applied for all products:

1. When service are needed, the user must present warranty card to warranty center's staff before any equipments are responded.
2. Warranty card must be intact, completely filled with required information and must not be erased or edited. Warranty stamp must be intact and not be overlaid by any other stamps.
3. Warranty policy for special items used in variety of product:
 - Printhead: No warranty.
 - Print Cartridge: Item for item exchange for all cartridge follow warranty common terms and the weight of toner used must not be over 50% of original toner in cartridge and has error in printed documents.
 - Lamp of Projectors: Warranty within 500 working hours or 3 months depend on whichever comes first.
 - Accessories (Battery, memory card, charger...) an options of Cameras, Camcorders: No warranty.
 - Photocopiers: Warranty only for Electrical & Electronical Boards with mandatory equipments: 1/ Machine Installation Report and; 2/ Problem Confirmation Report of and user.

II. Product will not be warranty if damages were caused by:

Misuse, negligence or tampering of the equipments, foreign objects(paper clip, insect liquid...) fall inside the equipment, use of supplies, spare parts that are not genuine, not recommended by Canon.

Fault of peripheral devices connected with products (softwares and hardwares of PC, Printer...)

Fire, flood, lightning strike, explosion and other natural disasters.