



Three Year\*



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**Canon**

\*Garantie de 3 ans.

## 1. Overview

All Canon projectors intended for and purchased within the European Economic Area ("EEA" - namely EU, Norway, Iceland and Lichtenstein) plus Switzerland, are covered by Canon's 3 Year European Warranty System (EWS).

In addition, and where possible, for XEED installation models purchased within the EEA or Switzerland, a free '3 Year Enhanced Warranty Loan Service' will also be offered, to allow for a Next Day<sup>1</sup> loan projector to be arranged when the Customer is having their product serviced or repaired. This Enhanced Warranty Loan Service is only available in the eligible countries listed below (see ELIGIBLE COUNTRIES, Section 5). Where applicable, this loan service entitles the Customer to receive a loan projector of equal or greater specification, while the original unit is being repaired or serviced within the first 3 years of purchase, subject to presentation of a valid proof of purchase.

## 2. Standard European Warranty System (EWS)

The Canon 3 Year European Warranty System (EWS) is applicable to all projector products sold within the EEA and Switzerland. The Canon EWS warrants that should the product require repair during the first three years, the full cost of parts and labour will be covered by Canon. However, the standard EWS requires that the product be returned to an Authorised Repair Centre at the Customer's own expense. Should a repair prove to be uneconomical, Canon may choose to replace the product with a new model of equal or greater specification. By itself, the standard EWS scheme does not provide any additional support to the Customer during the course of the repair.

## 3. Enhanced Warranty Loan Service

The 3 Year Enhanced Warranty Loan Service is applicable in the eligible countries to specific projector products (specified in PRODUCTS COVERED, Section 4), intended for and purchased within the European Economic Area and Switzerland. Should the product require repair during the first three years, a loan projector will be offered. The loan projector will, wherever possible, be a 'like-for-like' equivalent model, or alternatively a model of greater specification. The original product will be returned following repair - the loan product is not a permanent replacement.

### 3.1 Overview of 3 Year Enhanced Warranty Loan Service

The Enhanced Warranty Loan Service extends on the standard EWS offering, to provide the Customer with a loan projector for the duration of the warranty repair.

Either the Customer or the System Integrator can initiate the process, upon finding a fault with the product. Loan projectors are available for delivery either to the System Integrator or directly to the Customer (where the Customer has the technical knowledge required to perform installation work). The loan product will be dispatched once a faulty product is diagnosed (subject to full terms and conditions, as specified in ENHANCED WARRANTY LOAN SERVICE TERMS & CONDITIONS, Section 7).

After receiving the loan projector, the System Integrator or Customer is then responsible for ensuring that the faulty projector is returned to Canon. Labels will be provided for the return of the faulty product. The shipping company must be contacted in order to arrange for collection of the faulty product. When the repaired unit is returned, the shipping company must be contacted to arrange collection of the loan unit. Under normal conditions, the cost of shipping will be covered by Canon.

### 3.2 Loan unit and repair process flow

- Projector exhibits fault.
- Customer or System Integrator calls their local Canon Helpdesk (see CONTACT POINTS, Section 6).
- Canon 'logs the call' and captures all relevant details of the fault, with first level investigation of the possible cause.
- If the fault persists, then Canon second level support will contact the Customer or System Integrator.
- If fault diagnosis is confirmed and repair is recommended, then a like-for-like product (or a product of greater specification) is offered, and collection of the faulty product is arranged.

<sup>1</sup> Next day means that wherever possible, the loan product will be provided the day after the loan is requested, where such a request is made before 11:00am and two days after when the request is made after 11:00am, on a weekend or a public holiday. This loan service is subject to full terms and conditions.

- If offer of a loan unit is accepted:
  - Customer or System Integrator receives the loan projector, which must then be installed. Once installed, the faulty product is placed in the shipping carton.
  - The shipping label provided must be attached to the faulty product, and collection of the faulty product is booked with the shipping company.
  - Once repaired, the original unit is returned to the Customer or System Integrator by Canon.
  - After re-installation, the Customer or System Integrator re-packages the loan unit into the shipping carton.
  - The shipping label provided must be attached to the loan unit, and then collection arranged with the shipping company.
  - Under normal circumstances, all shipping costs will be covered by Canon.
  - Canon will not be responsible for the removal or re-installation of the original projector, nor loan unit.

#### 4. Products Covered

The table below defines the service available for each product:

Product	3 Year Standard EWS Warranty	3 Year Enhanced Warranty Loan Service**
XEED WUX4000*	INCLUDED	INCLUDED
XEED WUX5000*	INCLUDED	INCLUDED
XEED WX6000*	INCLUDED	INCLUDED
XEED SX6000*	INCLUDED	INCLUDED
XEED WUX450*	INCLUDED	INCLUDED
XEED WUX4005T*	INCLUDED	INCLUDED
XEED WX520*	INCLUDED	INCLUDED
XEED WX4505T*	INCLUDED	INCLUDED
All other Projector Models	INCLUDED	EXCLUDED

\* Including 'Medical' variants

\*\* Only available in the eligible countries for the applicable products. The 3 Year Enhanced Warranty Loan Service is provided at the discretion of Canon, but will be provided wherever reasonably possible, in accordance with the provisions above and the terms below.

#### 5. Eligible Countries For Enhanced Warranty Loan Service

For the applicable products, the 3 Year Enhanced Warranty Loan Service is available (where possible) within the following countries:

Austria	Belgium	Czech Republic	Denmark
Finland	France	Germany	Hungary
Ireland	Italy	Luxembourg	Netherlands
Norway	Poland	Portugal	Slovakia
Spain	Sweden	Switzerland	United Kingdom

## 6. Contact Points

Country	Contact
Austria	+43 1360 277 4567
Belgium	+32 (0) 2 6200 197
Czech Republic	+420 296 335 619
Denmark	+45 70 20 55 15
Finland (8,28 snt/puhelu + 11,99 snt/min)	+358 (0) 20 366 466
France	+33 (0) 170 48 05 00
Germany	+49 69 29 99 36 80
Hungary	+36 1 235 5315
Ireland	+353 16 990 990
Italy	+39 02 3859 2000
Luxembourg	+352 27 302 054
Netherlands	+31 20 721 91 03
Norway	+47 23 50 01 43
Poland	+48 22 583 4307
Portugal	+351 21 424 51 90
Slovakia	+421 250 102 612
Spain	+34 9137 54 555
Sweden	+46 (0) 8 519 923 69
Switzerland	+41 22567 5858
United Kingdom	+44 0207 660 0186

All calls are charged at a local rate from a fixed landline. Charges can vary, depending on telecom provider. If charges for your country are not listed above, then please check with your telecom provider to find out the exact charges.

## **7. Enhanced Warranty Loan Service Terms & Conditions**

1. The Enhanced Warranty Loan Service is offered in addition to the standard EWS offering (with EWS terms unaffected). The service provides the Customer with a loan projector for the duration of the warranty repair, under these specific additional terms and conditions. The service can only be redeemed within three years from the date of original purchase.
2. The service covers the XEED WUX4000, WUX5000, WX6000, SX6000, WUX450, WUX400ST, WX520, and WX450ST projectors, including 'Medical' variants. It is not transferable to any other product, and no cash alternative will be offered.
3. The service is only available in the following eligible countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Sweden, Spain, Slovakia, Switzerland and the United Kingdom.
4. In order to instigate the Enhanced Warranty Loan Service, proof of purchase must be provided. Canon reserves the right to decline free-of-charge warranty service (or to instigate the Enhanced Warranty Loan Service) if the relevant document(s) cannot be produced, or if the information contained therein is incomplete or illegible.
5. The Enhanced Warranty Loan Service can be initiated by either the end Customer, or by the System Integrator who installed the product.
6. All requests to redeem this service must be initiated by a telephone call to the local Canon helpdesk, via the telephone numbers provided in this document.
7. A Canon Helpdesk representative may ask for additional information in order to determine the cause of the fault, prior to the dispatch of a loan product.
8. 'Next day' means that wherever possible, the loan product will be provided the day after the loan is requested, where such a request is made before 11:00am and two days after when the request is received after 11:00am, on a weekend or on a public holiday.
9. The Customer or the System Integrator must arrange for collection of the faulty unit as soon as the loan product has been received.
10. The Customer or the System Integrator must arrange for collection of the loan product as soon as the repaired product has been received.
11. Under normal circumstances, all shipping costs will be covered by Canon.
12. Canon will not be responsible for the removal or reinstallation of the original projector, nor the loan unit.
13. This offer is valid only for products intended for import and sale by Canon in European Union countries plus Norway, Lichtenstein, Iceland and Switzerland. To be able to claim under the Three Year Enhanced Warranty Loan Service, the product must have been purchased in one of these countries.
14. The offer does not affect your statutory rights under applicable national legislation in force.
15. This offer is provided by Canon Europa NV, Bovenkerkerweg 59-61, 1185 XB, Amstelveen, The Netherlands.
16. These Terms and Conditions and the offer herein shall be governed by and construed in accordance with English law. Any dispute arising in connection with these Terms and Conditions and / or this offer shall be subject to the exclusive jurisdiction of the English court.