

PowerShot SX Cash back Promotion

Frequently Asked Questions

When do I have to purchase my camera to qualify for the cash back?

You must purchase your camera between Wednesday 21st April 2010 and Tuesday 22nd June 2010 inclusive.

When must I claim my cashback by?

We must receive your claim, including your original proof of purchase, by close of trade on Monday 26th July 2010. Any claims received after this date will not be processed although your proof of purchase will be returned to you. No responsibility will be accepted for claims lost, delayed or damaged in the post or for those claims not received by the closing date.

Where can I purchase my camera from?

Any UK or Republic of Ireland registered high street retailer, or e-tailer with a VAT registration number. Please note, second hand and refurbished goods will not be accepted.

How can I obtain a claim form?

A claim form is available to download from www.canon.co.uk/powershotcashback or www.canon.ie/powershotcashback, or alternatively please call 0800 622 6770 between 9am to 5pm, Monday-Friday, to order a claim form.

Where do I find the serial number on the camera and what does it look like?

The serial number is a combination of numbers and/or letters, without spaces or special characters. Please ignore any numbers or letters that appear in brackets. It is located on the bottom of the camera and is prefixed with 'No'.

Why must I submit my original receipt - wouldn't a copy do?

Unfortunately, we have found that if we accept copies of receipts for high value items we receive multiple, fraudulent claims from some people. To avoid this, and to ensure we can process genuine claims quicker, we choose to only accept originals.

Will my original receipt be returned to me?

Yes, we will return your original proof of purchase with your cheque. We recommend that you take a copy of your receipt should you need to refer to it during this time.

Why do you need my email address?

It is not compulsory to provide us with an email address; however, it allows us to notify you upon validation of your claim and also enables us to contact you should we have any queries relating to your claim. It will not be used for marketing purposes unless you have selected to opt in.

What sort of information will I receive if I tick the boxes at the bottom of the claim form?

We will send information regarding special offers we may have in place that could be of interest to you, hints and tips on getting the most of your product and any articles we think you may be interested in. You can opt out of receiving these at any time. We will not pass on your information to any other parties.

Where do I send my claim to?

Please submit your claim, with the original proof of purchase, to Canon PowerShot SX Cashback Promotion, Freepost RSGA-BBSE-CYCT, Gravity, HEMEL HEMPSTEAD, HP3 9QU, UK.

Where is my cheque?

Please use the following checklist before contacting us on the number below:

- I. Did you provide an email address?
 - a. If so, you will receive an email informing you that your claim has been validated.
 - b. If you did not submit an email address you will not hear from us until you receive your cheque, unless there is a query in which case we will write to you.
- II. Have you allowed 28 days to receive your cheque?
 - a. If so, please contact us either via email: powershot@cashbackhelp.co.uk or on our freephone number: 0800 622 6770 (lines open 9am -5pm Monday to Friday).
 - b. If not please wait the full 28 days before contacting us.

Why does it take 28 days to receive my cheque?

We endeavour to process claims as soon as possible after we receive them. However, we do receive a large number of claims each day and therefore, it can take up to 28 days to process and validate claims. Please note that Freepost mail can take longer to reach us.

How will I receive payment and how much cashback will I receive?

Payment will only be made by cheque in Euros or Sterling to the name specified on the claim form. Different cashback amounts are available depending on the products you have purchased; please visit www.canon.co.uk/powershotcashback for full terms and conditions.

I can't decide which camera to buy, where can I get more information?

Please visit our website for more information on each of the promotional products: www.canon.co.uk/powershot