

LEGRIA Winter Cash back Promotion

Frequently Asked Questions

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

You must purchase your camcorder between Thursday 28th October 2009 and Wednesday 2nd December 2009 inclusive.

When must I claim my cashback by?

We must receive your claim form, including your photocopy of the original till receipt or a printed copy of your order confirmation for internet purchases, by close of trade on Wednesday 1st February 2010. Any claims received after this date will not be processed. 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 camcorder from?

Any UK 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/legriacashback or alternatively please call +44 (0) 800 622 6770 between 9am to 5pm Monday – Friday to order a claim form.

How do I find the serial number of the printer?

You can find the serial number on the bottom of the camcorder.

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 at the bottom of the claim form.

Can I claim for more than one printer?

Yes, as long as you submit proof of purchase and serial numbers for all printers we will honour the claims. Please note that you only need to complete one claim form, however, please mark clearly on the form the number of printers purchased.

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 out 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 LEGRIA Cashback Promotion, Freepost RRRX-UHCE-RSGT, PWA, 9-12 Eastman Way, Hemel Hempstead, HP2 7DU

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: legria@cashbackhelp.co.uk or on our free phone number: +44 (0) 800 622 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 Sterling to the name specified on the claim form. Different cashback amounts are available depending on the product you have purchased; please visit www.canon.co.uk/LEGRIAcashback for full Terms & Conditions.

I can't decide which camcorder 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/legria.

If you have a technical support enquiry please contact us on +44 (0) 844 369 0100