

## Warranty and Service Terms and Conditions for Canon Broadcast Division

1. This Warranty is offered to Customers who have purchased a Canon product(s) from the Broadcast Division of Canon (UK) Ltd ("Canon").
2. Any product returned for repair must be accompanied by a contact name, address and daytime telephone number. If this information is not provided, Canon will be unable to return your product to you and reserves the right to dispose of your product three months after receipt.
3. It is in your best interests to make a note of your product's serial number and this should be quoted in any communications with Canon.
4. Canon warrants this product to be in good working order during the period of Warranty. The period of Warranty is 12 months and commences on the date of purchase of the product(s). In the event that the product is not in good working order Canon will provide, during the warranty period, a free service. If the product is not in good working order after the warranty period has expired, Canon shall charge you for the repairs accordingly. The Warranty is subject to proof of purchase being provided; therefore you should retain your original invoice.
5. The service consists of (at Canon's discretion) either repair or replacement product(s) that will be provided on an exchange basis and will either be new, equivalent to new or re-conditioned. All replaced spare parts and products shall become the property of Canon.
6. Unless otherwise confirmed in writing, all repairs are guaranteed for 6 months from the date of the repair invoice.
7. Spare parts are guaranteed for 12 months from the date of invoice provided that the spare part in question is fitted at an authorised Canon UK Broadcast Centre.
8. Canon will provide service on a "return to base" basis at Canon UK Ltd, Woodhatch, Cockshot Hill, Reigate, Surrey, RH2 8BF.
9. You must inform us in writing if you change your address. As Canon provide service on a "return to base" basis, you are responsible for the cost of returning any product(s) to Canon for repair.
10. Canon's only obligation under this Warranty is the provision of the service as set out above.
11. Unless agreed in writing, the Warranty will not apply in the following situations and you will notified of the costs of repair before your product(s) is serviced:
  - (a) you have not used, stored or handled the product properly; or because you are in breach of the terms and conditions of this Warranty, or have not followed the instructions in the product manual, or because of damage or defect due to wilful neglect or negligence by anyone other than Canon;

- (b) loss of quality, degradation of performance or actual damage that results from the use of spare parts or other replaceable items that are neither made nor recommended by Canon;
  - (c) loss of quality, degradation of performance or damage that results from the installation of, damage to, or modification to the product by someone else other than a Canon representative or because of damage that results from changes required by you or a third party;
  - (d) damage that results from your connection of other fittings or accessories to the product which Canon have not approved or your connection of other equipment or software not approved by Canon;
  - (e) external causes outside Canon's control which shall include accident, fire disaster or burglary;
  - (f) faults caused by shock or fall, sand, dust, dirt, damp or corrosion, leaky batteries, repair or cleaning by unauthorised personnel;
  - (g) any malfunction or specific requirement of any other item of hardware, or software which you have linked to the product in respect of items not included in your order.
12. You must ensure that the proper provision of the service by Canon under this Warranty will not directly or indirectly damage your property (including software and data) or otherwise cause you direct or indirect damage or loss and Canon will not be responsible for:
- (a) checking as to the likelihood of such damage or loss occurring prior to providing or during provision of the service under this Warranty; or
  - (b) for any such damage or loss that may occur.
13. Nothing in this Warranty shall have the effect of restricting or excluding the liability of Canon in respect of the following:
- (a) death and personal injury caused by the negligence of Canon, or for fraud; or;
  - (b) direct damage to your property caused by the proven negligence of Canon.
14. As far as the law allows, Canon will not be responsible for the following:
- (a) loss of income, profits (actual or anticipated), contracts or for any other business related loss;
  - (b) indirect or consequential loss or damage howsoever caused;
  - (c) compensation for loss of images on any recordable media.

15. This Warranty is offered subject to Canon's terms and conditions of sale which may change from time to time. You can find the latest version on our website [www.canon.co.uk](http://www.canon.co.uk) or receive a copy by contacting us directly on 01737 220 539.
16. These terms and conditions shall in all respect be governed and construed in accordance with English Law and subject to the exclusive jurisdiction of the English Courts.