

Please find below the warranty period and the terms and conditions for Consumer System Products for your reference. The Consumer System Products (CSP) include Inkjet Printers, Inkjet AIOs, Laser Printers, Scanners and Projectors.

1. Service within warranty and post warranty period of product would be provided by Canon Care Centre.
2. **Warranty**
- 2.1 **Warranty Period** of the product is 12/24 months from date of purchase by End User or 15/27 months from the date of CPII Invoice whichever is earlier, depending upon model as mentioned in table below. Warranty period confirmation would be done through either any one means i.e. Online warranty S.No., Trekking System (WMS), Warranty Card, Customer Invoice or all, subject to satisfaction of service provider i.e. CCC (Canon Care Centre).
- 2.2 **Warranty Type of the Product** as mentioned above in table. Warranty Type may be Onsite or Carry-in. Onsite Warranty is limited to location where CPII has a service provider in form of Canon Care Centre. The Onsite warranty is limited only to a location which is within municipal limit of nearest service provider i.e. Canon Care Centre. The customer location beyond municipal limit will automatically be governed by Carry In Warranty mean customer/SI needs to carry the product to the nearest service provider Canon Care Centre.

S.No.	Product Category	Warranty Type	Std. Warranty Period
1.	Inkjet Printer	Onsite*	1yr and 2yr**
2.	Laser Beam Printer	Onsite*	2yr
3.	Inkjet All-In-Ones	Onsite*	1yr and 2yr**
4.	Laser All-In-Ones	Onsite*	1yr
5.	Flat bed Scanners	Carry-In	1yr
6.	Surveillance Cameras	Onsite*	2yr

- 2.3 **Within warranty period CIPL service provider** i.e. Canon Care Centre will repair or replace and defective part if required to rectify the problem. CIPL reserves the right to use re-engineered part with performance parameter equivalent to those of new parts for any service performed under CIPL limited warranty, if required. The replaced part becomes the property of CIPL.
- 2.3.1 In the event of repairs or replacement of any part, during the said warranty period, the Warranty shall thereafter continue only for the unexpired period of the original warranty.
- 2.4 **The Warranty of the product will be rendered null and void if :**
- 2.4.1 The product is physically damaged.
- 2.4.2 The product is modified, repaired or maintained by a party not authorized by CIPL
- 2.4.3 The product is installed, operated or maintained in ways other than recommended by CIPL in writing.
- 2.4.4 The model no. or serial no. sticker of the product is removed, mutilated or tampered with.
- 2.4.5 Any damage arising out of unauthorized modification or alteration, repair or use of any Consumables or accessories other than those supplied by CIPL / CIPL authorized Channel.
- 2.5 **Warranty Limitation :**
- 2.5.1 The warranty of the product is limited to only manufacturing defect.
- 2.5.2 The warranty of the product does not include consumables i.e. Toner, Drum/Cartridge, Ink Cartridge and Plastic/Aesthetic parts.
- 2.5.3 The warranty does not cover the replacement of the product.
- 2.5.4 CIPL's warranty does not cover a warranty of functionality or any obligation to repair or replace a defective product, if that defect is a result of physical breakage, improper installation or connections, electrical faults external to the products.
- 2.5.5 Any service, repair or replacement not within the scope of CIPL's warranty coverage shall be subject to the Callcharges and terms of the CPII's Canon Care Centre, performing such service.
- 2.5.6 Warranty does not cover damages caused due to acts of God & force majeure.