## Cannon IV Return Policy

### RESTOCKING CHARGE
There is a 25% restocking charge for all returns, with the following exceptions:

### PRODUCT THAT WE HAVE SHIPPED IN ERROR
Return requests must be made within 30 days of our original ship date. Product must be unused, unopened and in resalable condition. Please DO NOT write address or RA # on the outside of the original boxes, as the product needs to be in resalable condition in order to receive credit.

### DEFECTIVE SUPPLIES and PERIPHERALS
Defective supplies and Peripherals must be returned to Cannon IV within 30 days of our original shipment. We test all products returned as defective and issue a credit if the product does not meet manufacturer specifications. Laser, fax and inkjet cartridges which test "empty" are not considered defective.

## Cannon IV Printer / Fax Machine Return Policy

**Open Box/Non-Defective** – Within 30 days of Invoice: No open box, non-defective returns will be permitted for return unless pre-authorization is received from Cannon IV. Cannon IV will work with manufacturer for a return authorization. Returns are at the sole discretion of the Manufacturer. All return freight will be at the expense of the end user. This includes printers ordered in error.

**Open Box/Non-Defective** – After 30 days of Invoice: Cannon IV will not accept any returns. This is the manufacturers return Policy.

**Factory/Sealed** – Within 30 days of Invoice: Cannon IV will allow factory sealed returns within 30 days of Invoice. Exterior of all boxes must be in resalable condition. All return freight will be at the expense of the end user.

**Factory/Sealed** – After 30 days of Invoice: Cannon IV will not accept any returns. Based on manufacturer return policy.

**DOA/Dead on Arrival** – Within 30 days of Invoice: End user is to contact Cannon IV customer service for all DOA printers / fax machines not installed by Cannon IV. Many manufacturers now handle the returns directly. Cannon IV will advise the customer on the specific manufacturers policy depending on the brand at the time of call and will assist in helping facilitate the repair or return. . End user will receive a Case number initiated from manufacturer once the call has been logged, this is not a return authorization, and it is only a reference number to keep track of the DOA unit. If manufacturer states the unit can be replaced by Cannon IV, end user will need to contact Cannon IV Customer Support and provide the manufacturer Case number if working directly with the manufacturer. Cannon IV will issue an exception with manufacturer and issue a return authorization to the end user. Cannon IV will not ship out replacement unit(s) until the return authorization is received from manufacturer.

**DOA/Dead on Arrival** – After 30 days of Invoice: Cannon IV will not accept any returns. Based on manufacturer return policy.

**All returns are subject to the limitations placed on us by our suppliers' specific return policies and warranties. Some items may not be returnable because of suppliers' restrictions.**

## INSTRUCTIONS FOR PRODUCT RETURNS
Please call our Customer Support Department at 317-803-7499 for approval prior to the return of any product. They will be happy to provide you with a Return Authorization number (RA #) and shipping instructions. Please DO NOT write the address or RA # on the outside of the original boxes, as the product needs to be in resalable condition in order to receive credit. Any packages without an RA # will be refused. All returns must be sent freight prepaid. Freight will only be credited for Cannon IV errors. Our drivers cannot pick up returns without prior return authorization.

When calling our Customer Support Department for a return, please have the following information available to expedite your request:
1) Your account name or number
2) Our original Invoice number
3) Quantity to be returned
4) Manufacturer's part number
5) Reason for return (if defective, please detail)