



Professional Broadcast Lens Repair Form



Contact Information

Company Name: _____ Today's Date: _____
First Name: _____ Address 1: _____
Last Name: _____ Address 2: _____
Phone: _____ City: _____
Email: _____ State: _____ Zip Code: _____

Technical Contact

First Name: _____ Cell Phone: _____
Last Name: _____ Email: _____

Billing Information

Company Name: _____ Billing Acct: _____
First Name: _____ Address 1: _____
Last Name: _____ Address 2: _____
Phone: _____ City: _____
Email: _____ State: _____ Zip Code: _____

Shipping Information

Same as Bill to: ☐ Shipping Co. _____
Company Name: _____ Shipping Acct: _____
First Name: _____ Address 1: _____
Last Name: _____ Address 2: _____
Phone: _____ City: _____
Email: _____ State: _____ Zip Code: _____

Product Information

Model Name: _____ Serial Number: _____
Is this a Warranty Request: ☐ Yes ☐ No Date of Purchase: _____
Proof of purchase required for warranty repairs
Rush Repair ☐ Date Needed by: _____

Describe Issue and/or Problems.

List any accessories you included for evaluation and how they relate to the issue(s).

Please include the following in your shipment:

1. A copy of your Proof of Purchase. This is required for in-warranty repairs
2. This Professional Broadcast Lens Repair Form.
3. Accessories that are associated with the problem. You can also include accessories if you simply want them evaluated, as well.

Shipping Instructions:

1. Secure the equipment carefully in a hard shipping case or a box with suitable packing materials to ensure proper protection during shipping.
2. Select a carrier that provides tracking information for the package.
3. Insure the package for the value of the product.
4. Ship the package to the location nearest to you, shown in the table.

The repair will take approximately 7 business days* from receipt of payment. The 7 days does not include shipping time.

Notice: Canon reserves the right to dispose of products which have been submitted to Canon for repair, but which remain unclaimed after Canon has sent a final notification to the customer that the repair has been completed or that such repair cannot be performed. In the unlikely event that any additional damage is found during the repair process due to liquid/water, sand, corrosion or impact (such as dropping the unit), a revised estimate will be sent to you for your review and authorization.

*Actual times may vary. Seasonal volume or repairs requiring special parts may add more time.

Thank you for allowing us this opportunity to serve you.
Best Regards,
Canon Broadcast Service & Support

**PLEASE SHIP YOUR PRODUCT
TO ONE OF THE FOLLOWING
CANON FACTORY SERVICE
LOCATIONS**

Canon Broadcast Service & Support
123 Poularino Avenue
Costa Mesa, CA 92626
1-800-423-LENS (5367)
cabctvservice@cusa.canon.com

Canon Broadcast Service & Support
125 Chubb Ave STE 100N
Lyndhurst, NJ 07071
1-800-423-LENS (5367)
njbctvservice@cusa.canon.com