

Canadian Return Address

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TO: RICOH IMAGING CANADA INC.  
2150 STEELES AVENUE WEST, UNIT #5  
CONCORD, ON  
L4K 2Y7

----- CUT ALONG DOTTED LINE -----  
Cut along the dotted line to remove the shipping label above, and affix it to your shipping box with clear packing tape. Carefully pack your equipment with plenty of packing material to protect it during transit. **Note, we only service the Canadian market. International customers seeking service must contact a Ricoh Imaging representative in their own country/region.**

## REPAIR INFORMATION FORM

Please fill out this form, and include it inside the shipping box with your equipment. Please print clearly.

### YOUR INFORMATION

Your Name: \_\_\_\_\_

Return Canadian Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Home #: \_\_\_\_\_

Work #: \_\_\_\_\_

Email Address: \_\_\_\_\_

### WARRANTY SERVICE

Staple a photocopy of your proof of purchase to this form, or attach a photocopy of your credit card statement indicating the purchase.

If the service/repair is not covered by warranty, a written no-obligation estimate will be sent to you. See "Chargeable Service".

### PRODUCT INFORMATION

Model Name: \_\_\_\_\_

Serial #: \_\_\_\_\_

Description of Problem: Use back of this page, if necessary

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### CHARGEABLE SERVICE

Where a warranty does not apply, we will email or mail you a no-obligation written estimate. If you approve the estimate, we ask for payment in advance of repairing the equipment. If you decline the estimate, we will return your equipment unrepaid for a \$25.00 refusal fee plus taxes.

**Please include any accessory items (e.g. lens, flash, batteries, and such) that may be related to the malfunction/issue. Also include any sample image files (unaltered) that illustrate the problem.**

----- CUT ALONG DOTTED LINE -----

### DETACH & KEEP FOR YOUR RECORDS:

Model: \_\_\_\_\_

Serial #: \_\_\_\_\_

Date Shipped: \_\_\_\_\_

Shipping Service: \_\_\_\_\_

Tracking #: \_\_\_\_\_

*Please allow approximately 4 weeks repair time, plus shipping time. For warranty service, we will not send you confirmation of arrival. We will simply repair your equipment and return it upon completion. For chargeable service, allow 2 to 3 business days after the arrival of your equipment plus mailing time to receive your no-obligation, written estimate.*