



ADMINISTRATOR: Canon U.S.A., Inc.
One Canon Park
Melville, NY 11747-3036
1-833-CAREPAK (1-833-227-3725)

SERVICE CONTRACT TERMS & CONDITIONS

BE SURE TO REGISTER YOUR SERVICE CONTRACT ONLINE!

In order to maximize Your benefits, please go to usa.canon.com and register Your Service Contract within 30 days of purchase.

Failure to do so may result in significant service delays when You have a Claim.

[www.usa.canon.com/support]

DEFINITIONS

Throughout this Contract, the following capitalized words have the stated meaning –

"We", "Us", "Our": the party or parties obligated to provide service under this Service Contract as the service contract provider, Northcoast Warranty Services, Inc., 800 Superior Avenue E., 21st Floor, Cleveland, OH 44114; (Florida Residents: this Service Contract is an agreement between You and Technology Insurance Company, Inc., License No. 03605, 59 Maiden Lane, 43rd Floor, New York, NY 10038). "Administrator", "Canon": the entity responsible for administering benefits to You in accordance with the Service Contract provisions, conditions and exclusions, who is Canon U.S.A., Inc., One Canon Park, Melville, NY 11747-3036. "Retailer": the seller that has been authorized by Us to sell this Service Contract to You. "You", "Your": the purchaser/owner of the Product(s) covered by this Service Contract. "Original Purchase Price": the amount paid by You for the covered Product(s); excluding any applicable taxes and/or fees, as evidenced on Your sales/Canon purchase documentation. "Product(s)": the professional camera, video, or lens item(s) which You purchased with and is covered by this Service Contract. "Contract Purchase Receipt": the receipt document (paper or e-mail) provided to You by the Administrator or Retailer as proof of Your Contract purchase that indicates the Term, Deductible, and date in which the Service Contract was purchased; which must be attached to and forms part of this Service Contract. "Service Contract", "Contract": this terms and conditions document. "Term": the period of time in which the provisions of this Service Contract are valid. "Claim": a demand for payment in accordance with his Contract sent by You to the Administrator or Us. "Failure": the mechanical or electrical breakdown of Your Product to perform its intended function including defects in materials or workmanship and normal wear and tear; occurring during normal use of the Product.

"Power Surge": damages to the Product resulting from an oversupply of voltage to Your Product while properly connected to a surge protector approved by the Underwriter's Laboratory Inc. (UL), but not including damages resulting from the improper installation or improper connection of the Product to a power source

Please contact the Administrator, Canon, if You have any questions about this Service Contract.

PRODUCT ELIGIBILITY

This Service Contract covers Products purchased as new or factory-refurbished and manufactured for use in the United States, which, at the time of Product purchase, included a Canon USA, Inc. limited warranty valid in the United States providing minimum coverage of one year parts and labor. This Service Contract must be purchased within 90 days of purchase of Your Product. Purchase of this Service Contract is not required to purchase the Product or to obtain financing for the Product. Coverage outlined in this Service Contract only applies to Products not covered under any other insurance warranty, guarantee and/or service contract providing the same benefits as outlined herein. Products must be purchased from a Retailer, be solely intended for professional, educational, or institutional use, and not intended for personal or industrial use, resale, or rental. Accessories, external peripheral devices and/or add-on options are not covered under this Service Contract.

This Service Contract covers Products purchased as new or factory-refurbished and manufactured for use in the United States, which, at the time of Product purchase, included a Canon USA, Inc. limited warranty valid in the United States providing minimum coverage of one year parts and labor. This Service Contract must be purchased within 90 days of purchase of Your Product. Purchase of this Service Contract is not required to purchase the Product or to obtain financing for the Product. Coverage outlined in this Service Contract only applies to Products not covered under any other insurance warranty, guarantee and/or service contract providing the same benefits as outlined herein. Products must be purchased from a Retailer, be solely intended for professional, educational, or institutional use, and not intended for personal or industrial use, resale, or rental. Accessories, external peripheral devices and/or add-on options are not covered under this Service Contract.

YOUR RESPONSIBILITY

PRODUCT PROTECTION: If damage or breakdown of the Product is suspected, You should promptly take reasonable precautions in order to protect against further damage.

SERVICE CONTRACT TERM

EFFECTIVE DATE OF COVERAGE:

- a. **Damage resulting from Power Surge or Accidental Damage from Handling ("ADH"):** Coverage for damages to Your Product resulting from Power Surge or accidental damage from handling, begins on the date of Product purchase or delivery (if different from Product purchase date), and continues for the Term shown on Your Contract Purchase Receipt.
- b. **Failure resulting from Mechanical/Electrical Breakdown:** Coverage for Failure of Your Product resulting from Mechanical/Electrical Breakdown as described in the definition of "Failure" begins upon expiration of the shortest portion of the manufacturer's original parts and/or labor limited warranty and continues for the remainder of Your Term.

WHAT IS COVERED – GENERAL

In accordance with the SERVICE CONTRACT TERM described above, We agree to procure the necessary services to restore Your Product to standard operating condition at Our discretion; which may result in a replacement of Your originally covered Product in lieu of repair services, if Your Product experiences a Failure (as defined) or damage from accidental damage from handling ("ADH") or Power Surge (as defined).

If provided to You, a replacement product may be a new or refurbished product of equal or similar features and functionality, but not necessarily the same model. Please refer to the LIMIT OF LIABILITY section for full details regarding Product replacements.

IMPORTANT: COVERAGE DESCRIBED IN THIS SERVICE CONTRACT WILL NOT REPLACE OR PROVIDE DUPLICATIVE BENEFITS DURING ANY ACTIVE MANUFACTURER'S LIMITED WARRANTY PERIOD. DURING SUCH PERIOD, ALL PARTS, LABOR, ON-SITE SERVICE AND/OR SHIPPING COSTS COVERED BY THAT LIMITED WARRANTY ARE THE SOLE RESPONSIBILITY OF THE MANUFACTURER (WHO IS CANON U.S.A., INC.) PARTS USED TO REPAIR OR REPLACE YOUR PRODUCT MAY BE NEW, USED, REFURBISHED, OR NON-ORIGINAL MANUFACTURER PARTS THAT PERFORM TO THE FACTORY SPECIFICATIONS OF YOUR PRODUCT. Where applicable, technological advances may result in a replacement product with a lower selling price than Your original Product, and no refunds will be made based on the replacement product cost difference.

This Service Contract is only valid for repairs or replacement within the contiguous United States, plus Alaska and Hawaii.

ADDITIONAL BENEFITS INCLUDED IN YOUR PLAN

In addition to coverage for a Failure, as defined, Your Contract also provides coverage for:

- 1. ACCIDENTAL DAMAGE FROM HANDLING (ADH):** labor and/or parts required to repair Your Product, or at Our sole discretion, replacement of Your original Product in lieu of repair in consideration of sudden and unforeseen ADH; such as damage resulting from dropping the Product or in association with screen breakage or liquid.
- 2. COMPLIMENTARY CUSTOMER SUPPORT:** During your Service Contract Term and upon validation of CarePAK coverage with an active Canon Account, Your Contract includes agent-assisted support, for all CarePAK eligible Products, via phone at 1-833-CAREPAK (1-833-227-3725) or email at carepakplus@cits.canon.com.
- 3. NO LEMON GUARANTEE:** Within any consecutive twelve (12) month period, if Your Product has three (3) repairs covered under Your Contract for the same problem and a fourth (4th) repair is required for the same problem and considered covered under Your Contract ("Qualifying Service Repairs"), We will replace Your Product with one of like kind and quality, but not necessarily same model, or, at Our sole discretion, provide You with reimbursement equal to the fair market value of the Product as determined by Us based upon the age of the Product and subject to the LIMIT OF LIABILITY section. Any repair services performed while Your Product is under its manufacturer's warranty or in association with ADH are not considered to be Qualifying Service Repairs under this benefit.

DEDUCTIBLE

There is no Deductible required to obtain service on Your Product under this Service Contract.

OBTAINING SERVICE

In order for a Claim to be considered, You will need to first contact the Administrator for approval and a repair authorization number. **IMPORTANT: THE SUBMISSION OF A CLAIM DOES NOT AUTOMATICALLY MEAN THAT THE DAMAGE OR BREAKDOWN TO YOUR PRODUCT IS COVERED UNDER YOUR SERVICE CONTRACT.** The Administrator must validate and provide You with approval (i.e. a repair authorization number) for Your submitted Claim prior to any benefits being considered under this Contract. THIS SERVICE CONTRACT MAY NOT PROVIDE ANY COVERAGE IF YOU MAKE UNAUTHORIZED REPAIRS. Upon validation of CarePAK coverage, Canon will make commercially reasonable efforts to service and ship Your repair within five (5) business days after you receive the No Charge Repair Acknowledgement correspondence via email, excluding ADH claims and subject to availability of parts or replacement Product. Note that business days are Monday through Friday, 9am-5pm, and exclude Canon observed holidays, and any periods where unavailability is due to circumstances beyond Canon's control.

If You need to file a Claim under this Service Contract or verify Your coverage, call the Administrator's "Customer Care Center" at 1-833- CAREPAK (1-833-227-3725). To expedite service, please have Your Contract Purchase Receipt readily available. The Administrator will confirm Your Service Contract coverage and collect any additional information necessary from You and about Your covered Product. When You receive authorization for service on Your Product under this Contract, You will also receive further instructions on how to obtain such service. In general:

- You can also arrange for service under this Contract online by visiting the Administrator's "Request Product Repair Page" at [www.usa.canon.com/support].

Please do not take or return Your Product to the Retailer or ship Your Product anywhere, unless the Administrator instructs You to do so. If You are instructed by the Administrator to transport or ship Your Product, a prepaid shipping label will be provided. Be sure to include the following with Your Product: (1) a copy of Your Contract Purchase Receipt, (2) a brief written description of the problem You are experiencing with the Product, and (3) a prominent notation of Your repair authorization number that the Administrator gave You. Please use caution when transporting and/or shipping Your Product as directed by the Administrator, as We are not liable for any freight charges or damages due to improper packaging by You or Your representative.

If Your Term expires during the time of an approved Claim, Your coverage under the Contract will be extended until the date in which Your approved Claim in progress has been fulfilled completely in accordance with the terms and conditions of this Service Contract.

LIMIT OF LIABILITY

During the Term of Your Service Contract, the maximum amount that We are obligated to pay for services in connection with all Claims pursuant to this Service Contract is:

- One Product replacement for a covered Claim for ADH damage (in which Your replacement product is ineligible for continued coverage under Your original Contract); OR
- Two (2) Product replacements for covered Claims for Power Surge or Failures, as defined (in which Your replacement products are automatically covered under Your original Contract for the remainder of Your

Term);

Whichever occurs first.

Once the first limit has been met, Our obligation under this Contract is considered fulfilled in its entirety and coverage ends.

NEITHER WE NOR THE ADMINISTRATOR NOR THE RETAILER SHALL BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES; INCLUDING BUT NOT LIMITED TO: PROPERTY DAMAGE, LOST TIME OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT, FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE, OR RESULTING FROM THE UNAVAILABILITY OF REPAIR PARTS/COMPONENTS. NEITHER WE NOR THE ADMINISTRATOR NOR THE RETAILER SHALL BE LIABLE FOR ANY AND ALL PRE- EXISTING CONDITIONS KNOWN TO YOU; INCLUDING ANY INHERENT PRODUCT FLAWS.

WHAT IS NOT COVERED (GENERAL EXCLUSIONS)

THIS SERVICE CONTRACT DOES NOT COVER:

1. LOSS OF OR DAMAGE TO THE COVERED PRODUCT RESULTING FROM: ABUSE (MEANING THE INTENTIONAL TREATMENT OF THE COVERED PRODUCT IN A HARMFUL, INJURIOUS, MALICIOUS OR OFFENSIVE MANNER WHICH RESULTS IN ITS DAMAGE AND/OR FAILURE, INCLUDING BUT NOT LIMITED TO LOSS OR DAMAGE RESULTING FROM STUNTS OR SPECIAL EFFECTS EMPLOYED IN FILM, TELEVISION, OR THEATRE PRODUCTIONS, PRACTICAL, MECHANICAL, OR VEHICULAR STUNTS, AND/OR EXPLOSIONS OR OTHER PYROTECHNICS).
2. LOSS OF OR DAMAGE TO THE COVERED PRODUCT RESULTING FROM: MISHANDLING, IMPROPER PACKAGING BY YOU, ALTERATION, COLLISION WITH OR OF ANOTHER OBJECT, ELECTRICAL CURRENT FLUCTUATIONS (OTHER THAN THAT WHICH IS EXPLICITLY DEFINED AS POWER SURGE IN THE DEFINITIONS SECTION), FAILURE TO FOLLOW OPERATING, MAINTENANCE OR ENVIRONMENTAL INSTRUCTIONS PRESCRIBED IN THE COVERED PRODUCT'S MANUFACTURER OWNER'S MANUAL OR SERVICE PERFORMED BY ANYONE OTHER THAN A SERVICER AUTHORIZED BY CANON.
3. SERVICE, REPAIR OR REPLACEMENT NECESSITATED BY THE USE OF PARTS OR SUPPLIES (OTHER THAN THOSE SOLD BY THE COVERED PRODUCT'S ORIGINAL MANUFACTURER) WHICH DAMAGE THE COVERED PRODUCT OR CAUSE ABNORMALLY FREQUENT SERVICE CALLS OR SERVICE PROBLEMS.
4. SERVICE, REPAIR OR REPLACEMENT OF THE COVERED PRODUCT IF ITS SERIAL NUMBER OR MANUFACTURER DATING HAS BEEN ALTERED OR REMOVED.
5. SERVICE, REPAIR OR REPLACEMENT OF ANY COVERS, LIDS OR TRIM PARTS, OR OF ANY CONSUMABLE ITEMS.
6. PREVENTIVE MAINTENANCE.
7. SERVICE, REPAIR OR REPLACEMENT OF ANY OTHER ITEM, EQUIPMENT OR SOFTWARE THAT MAY BE INCLUDED WITH OR CONNECTED TO THE COVERED PRODUCT.
8. ON-SITE OR IN-HOUSE SERVICE OR REPAIR OF THE COVERED PRODUCT.

9. ANY ITEM THAT IS PURCHASED OUTSIDE OF THE UNITED STATES OF AMERICA.
10. SERVICE, REPAIR OR REPLACEMENT OF A COVERED PRODUCT OUTSIDE OF THE CONTIGUOUS UNITED STATES OF AMERICA, ALASKA, OR HAWAII.
11. PRE-EXISTING CONDITIONS INCURRED OR KNOWN TO YOU (MEANING A CONDITION THAT, WITHIN ALL REASONABLE MECHANICAL OR ELECTRICAL PROBABILITY, RELATES TO THE MECHANICAL FITNESS OF THE COVERED PRODUCT BEFORE ISSUANCE OF THIS SERVICE CONTRACT).
12. COSMETIC DAMAGE (MEANING DAMAGES OR CHANGES TO THE PHYSICAL APPEARANCE OF THE PRODUCT THAT DOES NOT IMPEDE OR HINDER THE PRODUCT'S NORMAL OPERATIONAL FUNCTION; SUCH AS SCRATCHES, ABRASIONS, OR CHANGES IN COLOR, TEXTURE, OR FINISH), RUST, CORROSION, WARPING, BENDING OR EXPOSURE TO WEATHER CONDITIONS.
13. ANY KIND OF MANUFACTURER RECALL OR REWORK ORDER ON THE COVERED PRODUCT THAT THE MANUFACTURER IS RESPONSIBLE FOR PROVIDING, REGARDLESS OF THE MANUFACTURER'S ABILITY TO PAY FOR SUCH REPAIRS.
14. BREAKDOWN OR DAMAGE THAT IS COVERED UNDER ANY OTHER INSURANCE, WARRANTY, GUARANTEE AND/OR SERVICE CONTRACT PROVIDING THE SAME BENEFITS AS OUTLINED IN THIS SERVICE CONTRACT.
15. ANY ACCESSORIES, EXTERNAL PERIPHERAL DEVICES AND/OR ADD-ON OPTIONS.
16. ANY CLAIM THAT HAS NOT BEEN PRIOR AUTHORIZED BY THE ADMINISTRATOR OR US.

YOU ARE RESPONSIBLE FOR BACKING UP ALL SOFTWARE AND DATA ON A REGULAR BASIS AND PRIOR TO COMMENCEMENT OF ANY REPAIR. THIS SERVICE CONTRACT DOES NOT COVER RESTORATION OF SOFTWARE OR DATA, OR DATA RETRIEVAL TO/FROM YOUR COVERED PRODUCT, AND WE ARE UNABLE TO TRANSFER SUCH SOFTWARE OR DATA TO ANY REPLACEMENT DEVICE THAT MAY BE PROVIDED TO YOU.

IN NO EVENT SHALL WE BE RESPONSIBLE FOR THE RESTORATION OF SOFTWARE OR DATA, OR FOR RETRIEVING DATA FROM YOUR PRODUCT. IF YOUR CAREPAK PRO COVERAGE INCLUDES CANON IMAGE RECOVERY FULFILLED BY SEAGATE® RESCUE SERVICE ("IMAGE RECOVERY"), PLEASE NOTE THAT IMAGE RECOVERY TERMS AND CONDITIONS ARE SEPARATE AND INDEPENDENT FROM CAREPAK PRO, AND CAN BE FOUND AT USA.CANON.COM/CAREPAK-PRO.

IF YOUR PRODUCT EXPERIENCES AN OCCURRENCE THAT IS EXCLUDED FROM COVERAGE UNDER THIS SECTION, OR IN THE EVENT OF A SERVICE INCIDENT WHEREIN THERE IS A "NO PROBLEM FOUND" DIAGNOSIS FROM OUR AUTHORIZED SERVICE CENTER, THEN YOU MAY BE RESPONSIBLE FOR ALL COSTS IN ASSOCIATION WITH SUCH SERVICE INCLUDING ANY SHIPPING AND/OR ON-SITE SERVICING COSTS.

OUR RIGHT TO RECOVER PAYMENT

If You have a right to recover against another party for anything We have paid under this Service Contract, Your rights shall become Our rights. You shall do whatever is necessary to enable Us to enforce these rights. We shall recover only the excess after You are fully compensated for Your loss.

CANCELLATION

You may cancel this Service Contract at any time by informing the Administrator, Canon, of Your cancellation request. If such request is within 30 days of the purchase of this Service Contract, You will receive a 100%

refund of the Service Contract purchase price paid by You, less the amount of any Claims paid by Us. If such request is made after 30 days of the purchase date of this Service Contract, You will receive a pro-rata refund of the Service Contract purchase price paid by You, less the amount of any Claims paid by Us and less an administrative fee not to exceed 10% of the Service Contract purchase price, or \$25.00, whichever is less. In no event will any imposed administrative fee exceed twenty-five dollars (\$25.00).

We may only cancel this Service Contract for the following reasons: 1) non-payment of the Service Contract fee by You; 2) material misrepresentation by You to Us; or 3) substantial breach of duties by You under this Service Contract in relation to the covered Product or its use. If We cancel this Service Contract, We must provide written notice to You at least 15 days prior to the effective date of cancellation. Such notice will be sent to Your current address in Our file (email or physical address as necessary), with the reason for and effective date of such cancellation. If We cancel this Service Contract, You will receive a pro-rata refund based upon one-hundred percent of any unearned Service Contract fee paid by You, minus any Claims paid by Us.

NOTICE: These CANCELLATION provisions apply to the original purchaser of this Service Contract only. If the purchase of this Contract was financed, any outstanding balance due to the finance company will be deducted from any due refund and paid to the finance company instead of the Holder.

GUARANTY

This is not an insurance policy; it is a service contract. We have obtained an insurance policy to insure Our performance under this Service Contract. Should We fail to pay any Claim or fail to replace the Product covered under this Service Contract within sixty (60) days after the Claim has been submitted, or in the event You cancel this Service Contract, and We fail to refund any unearned portion of the Service Contract price, You are entitled to make a direct claim against the insurer, Wesco Insurance Company, at 866-505-4048 or 59 Maiden Lane, 43rd Floor, New York, NY 10038.

TRANSFERABILITY

If You are the original purchaser of this Service Contract and wish to transfer coverage under this Service Contract to a different owner, You may initiate a one-time transfer of ownership by calling the Administrator at 1-833-CAREPAK (1-833-227-3725). You will be required to provide Your registration number located on Your Contract Purchase Receipt and a copy of Your Product purchase receipt (if provided separately).

Transferability is determined at Canon's discretion, as approved by Us, and may not be available with all Products. The CANCELLATION provisions apply to the original purchaser of this Service Contract only.

ENTIRE AGREEMENT

This Service Contract; including the terms, conditions, limitations, exceptions and exclusions, and Your Contract Purchase Receipt, constitute the entire agreement between Us and You and no representation, promise or condition not contained herein shall modify these items, except as required by law.

SPECIAL STATE REQUIREMENTS

Regulation of service contracts may vary widely from state to state. Any provision within this Service Contract which conflicts with the laws of the state where You live shall automatically be considered to be modified in conformity with applicable state laws and regulations as set forth below. The following state specific

requirements apply if Your Service Contract was purchased in one of the following states and supersede any other provision within Your Service Contract terms and conditions to the contrary.

Connecticut: This Service Contract is an agreement between the Obligor/Provider, Northcoast Warranty Services, Inc., 800 Superior Avenue E., 21st Floor, Cleveland, OH 44114, (866) 927-3097 and You. In the event of a dispute with Administrator, You may contact The State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the Product, the cost of repair of the Product and a copy of the warranty Service Contract. GUARANTY is amended as follows: If We fail to pay or to deliver service on a claim within sixty (60) days after proof of loss has been filed, or in the event You cancel this Service Agreement and We fail to issue any applicable refund within sixty (60) days after cancellation, file a claim against the insurer, Wesco Insurance Company at 59 Maiden Lane, 43rd Floor, New York, NY 10038, by calling 1-866-505-4048. CANCELLATION is amended as follows: This Service Contract may be cancelled by the Service Contract Holder if the Device covered under this Service Contract is returned, sold, lost, stolen or destroyed. SERVICE CONTRACT HOLDER'S RESPONSIBILITY: It is the responsibility of the Service Contract Holder to follow the manufacturer's specifications for the use and care/maintenance of the covered Product.

Florida: This Service Contract is between the Provider, Technology Insurance Company, Inc. (License No. 03605) and You, the purchaser. GUARANTY is deleted and replaced with the following: This is not an insurance policy, it is a Service Contract. The rates charged to You for this Service Contract are not subject to regulation by the Florida Office of Insurance Regulation.

Georgia: CANCELLATION is amended as follows: Any cancellation fee shall not exceed ten percent (10%) of the pro rata premium refund due or twenty-five dollars (\$25.00) whichever is less. In no event will any claims incurred or paid be deducted from any refund. The Provider may only cancel this Service Contract for fraud by You, material misrepresentation by You, or nonpayment by You. If We cancel this Service Contract, no cancellation fee shall apply and We shall provide written notice to You at the last known address held by Us at least thirty (30) days preceding the effective date of cancellation. The notice will state the effective date and the reason for the cancellation. The lienholder may only cancel this Contract for non-payment if they hold a power of attorney. EXCLUSIONS (WHAT IS NOT COVERED)– Only unauthorized product repairs, modifications or alterations performed after the effective date of the Service Contract are excluded. PRE-EXISTING CONDITIONS – The "Pre-Existing Condition:" definition is deleted and replaced with: conditions that were caused by You or known by You prior to purchasing this Service Contract.

Hawaii: CANCELLATION is amended as follows: If You request cancellation of this Service Contract within thirty (30) days of the purchase date of the Service Contract and the refund is not paid or credited within forty-five (45) days after Your cancellation request to Us, a ten percent (10%) penalty will be added to the refund for every thirty (30) days the refund is not paid. This provision applies only to the original purchaser of the Service Contract. SERVICE CONTRACT HOLDER'S RESPONSIBILITY: It is the responsibility of the Service Contract Holder to follow the manufacturer's specifications for the use and care/maintenance of the covered Product.

Illinois: Covered items must be in place and in good operating condition on the effective date of coverage and become inoperative due to defects in materials or workmanship, or normal wear and tear, after the effective date of this Service Contract.

Indiana: This Contract is not insurance and is not subject to Indiana insurance law. Your proof of payment to the Retailer for this Service Contract shall be considered proof of payment to the insurance company which guarantees Our obligations to You. If We fail to perform or make payment due under this Contract within sixty (60) days after You request the performance or payment, You may request the performance or payment directly from the insurer that issued the provider's Service Contract reimbursement policy, including any applicable requirement under the Contract that the provider refund any part of the cost of the Contract upon cancellation of the Contract. PRE-EXISTING CONDITIONS – The "Pre-Existing Condition:" definition is deleted and replaced with: conditions that were caused by You or known by You prior to purchasing this Service Contract.

New York: CANCELLATION is amended as follows: If You request cancellation of this Service Contract within thirty (30) days of the purchase date of the Service Contract and the refund is not paid or credited within thirty (30) days after Your cancellation request to Us, a ten percent (10%) penalty will be added to the refund for every thirty (30) days the refund is not paid. This provision applies only to the original purchaser of the Service Contract.

Oregon: This Service Contract is an agreement between the Obligor/Provider, Northcoast Warranty Services, Inc., 800 Superior Avenue E., 21st Floor, Cleveland, OH 44114, (866) 927-3097 and You. HOW TO FILE A CLAIM – If You need to file a claim under this Service Contract, You must contact the Administrator at 1-833-CAREPAK (1-833-227-3725) to obtain a repair authorization number prior to having any repairs made to Your Product. If You reasonably determine that You have a Covered Failure when the Administrator's office is closed and You choose to have Your Product repaired, You are responsible for paying for the repair. You must then call the Administrator during the next available regular business hours, or as soon as reasonably possible, so that the Administrator may determine whether there was a Covered Failure. Failure to call in and report the claim may result in non-payment. If the Administrator determines that there was a Covered Failure, then We will pay You in accordance with the terms and conditions of this Contract. NOTICE: If the purchase of this Contract was financed, any outstanding balance due to the finance company will be deducted from any due refund and paid to the finance company instead of You. The refund amount paid to the finance company may be less than the Contract purchase price financed if claims have been paid by Us.

Utah: Full payment will be received for the purchase price of this Service Contract at the time of purchase. The Provider/Obligor is Northcoast Warranty Services, Inc., 800 Superior Avenue E., 21st Floor, Cleveland, OH 44114, (866) 927-3097. This Service Contract or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Coverage afforded under this Service Contract is not guaranteed by the Property and Casualty Guaranty Association. GUARANTY is amended as follows: Should the provider fail to pay or provide service on any claim within sixty (60) days after proof of loss has been filed, the contract holder is entitled to make a claim directly against the Insurance Company. CANCELLATION – Is amended as follows: We may only cancel this Service Contract for material misrepresentation by You, nonpayment by You or a substantial breach of contractual duties by You relating to the covered property or its use. If We cancel this Service Contract for material misrepresentation or a

substantial breach of contractual duties, such cancellation will be effective thirty (30) days after mailing of notice. If We cancel this Service Contract for non-payment, such cancellation will be effective fifteen (15) days after the mailing of notice. The notice will state the effective date and the reason for the cancellation. HOW TO FILE A CLAIM – If You need to file a claim under this Service Contract, You must contact the Administrator at 1-833-CAREPAK (1-833-227-3725) to obtain a repair authorization number prior to having any repairs made to Your Product If You reasonably determine that You have a Covered Failure when the Administrator's office is closed and You choose to have Your Product repaired, You are responsible for paying for the repair. You must then call the Administrator during the next available regular business hours, or as soon as reasonably possible, so that the Administrator may determine whether there was a Covered Failure. Failure to call in and report the claim will result in non-payment. If the Administrator determines that there was a Covered Failure, then We will pay You in accordance with the terms and conditions of this Contract.

Virginia: If any promise made in the Contract has been denied or has not been honored within 60 days after your request, you may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at <http://www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml> to file a complaint.

For questions about this Service Contract or to obtain a copy of these terms & conditions, log onto the Administrator's website at www.usa.canon.com/carepak-pro or call 1-833-CAREPAK.

Contact Information

- For any customer escalations or critical issues:
 - Contact the sales account manager for your store
 - Todd Packer Senior Manager, Customer Support Operations
 - ✎ tpacker@cusa.canon.com or 631.330.4898
 - Walter Inglesby Advisor, Customer Support Operations
 - ✎ winglesby@cusa.canon.com or 631.330.4782
 - Any customer concerns or questions can be directed to the Canon support 1-800-OK-CANON or through our website www.usa.canon.com/support
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