

Canon

Delighting You Always



佳能亞洲遊客保障計劃
CANON ASIA TRAVELLER PROTECTION
P R O G R A M M E



For details :



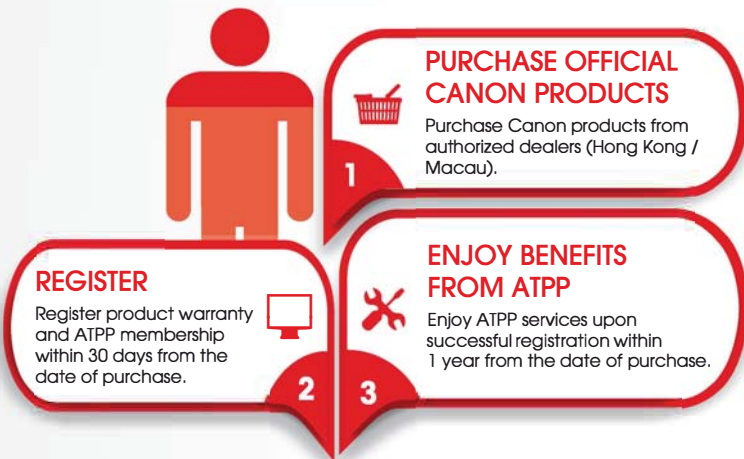
Enjoy added-value service for your Canon product with the Canon Asia Traveller Protection Programme (ATPP).



Now, you can travel across 13 countries and regions with peace of mind knowing that you can easily access professional added-value services for your Canon product should the need arise. This premium service covers Canon products bought from Canon authorized dealers and have been given an official Canon warranty.

Newly added-value service : Equipment Loan Service for malfunction machine

• How can your Canon product be eligible for the ATPP?



• What types of equipment malfunctions are qualified under the ATPP?

The ATPP covers malfunction under normal circumstances as long as you used your Canon product in accordance with the instruction manual and operating guidelines while traveling. For Details, please visit www.canon.com.hk/atpp

• Which Canon products are included in the ATPP?



EOS DSLR Camera



Mirrorless Camera (EOS M, EOS R)



EF, EF-S, EF-M, RF Lenses



Compact Digital Camera

• ATPP covers below countries and regions (names in no particular order):

Repair Cost Reimbursement Service:

Mainland China	Singapore
Taiwan	Malaysia
Philippines	Thailand
South Korea	India
Australia	Vietnam
New Zealand	Indonesia

Equipment Loan Service for malfunction machine:

Designated Customer Service Center for loan and return equipments

Mainland China (Beijing, Shanghai, Guangzhou)

Taiwan(Taipei, Kaohsiung)

Singapore

Designated Express Company for loan and return equipments

Japan

● How can you enjoy the benefits of the ATPP?

PURCHASE

Purchase Canon products from Canon authorized dealers.*1



REGISTER

Log on Canon Hong Kong official website and register for warranty and complete ATPP registration.

TRAVEL

Your camera breaks down while travelling in 13 ATPP countries and regions.



LOCAL REPAIR

Visit the local authorized Canon service center for repair and retain all necessary proofs and receipts.



EQUIPMENT LOAN

Region : Only applicable in Mainland China, Taiwan and Singapore

Dial ATPP free hotline (Mainland China : 400-061-0300 / Taiwan : 0809-099-988 / Singapore : 800-852-3349) to check the availability of loan equipment. Visit local Customer Service Center with malfunction machine, upon confirmed as a ATPP member and the malfunctions are covered under the Terms and Conditions of Warranty, passport shall be shown for verification. Service Center will provide loan service and keep the malfunction machine until the loan equipment is returned. (Maximum loan period is 2 weeks).

Region : Only applicable in Japan

Dial ATPP free hotline at 0120-951-107. Upon confirmed as a ATPP member, passport, official receipt, softcopy of malfunction machine photo with serial number shall be shown and provided for verification. Deposit is required for equipment loan*3. Upon confirmation of your payment, Canon will arrange loan service and send to your assigned location*4 through express delivery.

COMPLETE REIMBURSEMENT APPLICATION

Visit Canon Hong Kong Customer Care Center with valid Purchase Record Card, original receipt and proof of payment for the repair costs; or download and fill in ATPP reimbursement application form, send the form with copies of necessary document to Canon Hong Kong Customer Care Center by mail or through email to customer_service@chk.canon.com.hk



RETURN LOAN EQUIPMENT

Region : Only applicable in Mainland China, Taiwan and Singapore

Return loan machine and its product to local Customer Service Center in person before leaving. Your malfunction machine will be returned to you simultaneously.

Region : Only applicable in Japan

Return loan machine and its product to designated site*4 before leaving.

REIMBURSEMENT FOR REPAIR

Reimbursement*2 will be returned by cheque; and will be mailed to you within 60 days.



REFUND OF DEPOSIT

After returning loan machine, Canon will contact you and follow up the arrangement for deposit refund*5.

*1 ATPP is only applicable to official Canon products that purchased from Hong Kong/ Macau authorized dealers; and is not applicable to parallel imported goods.

*2 Reimbursement of repair cost will be in Hong Kong dollars and Macau dollars if such reimbursement application is made through Canon Hong Kong Customer Care Center and Canon Customer Care Center - Macau Branch (Consumer Products) respectively. Exchange rate will be converted based on the exchange rate of the first date of the month that application made.

*3 Deposit amount depends on your camera models, the actual amount will be advised and confirmed by ATPP Customer Service Representative.

*4 Service covers most areas within Japan except remote areas.

*5 Deposit for Equipment Loan Service for malfunction machine will be refunded to your credit card. Normally, it takes 3-4 weeks for process.