

DELIVERY SERVICE

Delivery Service: Camera, Lens And Equipment For Repair



Normal Service

Pick-up service
Bangkok and perimeter areas
Within 15 working days



Quick Service!

Quick fix
Bangkok and perimeter areas
**Receive your return
within the next working day**



Express Service!

Within 1 working day
Area of 5 km radius from
the company headquarters
**Receive the item within
1 working day**

300

Baht
(Not Included Vat)

500

Baht
(Not Included Vat)

500

Baht
(Not Included Vat)

Bangkok and perimeter areas
Within 15 working days

Bangkok and perimeter areas
Receive your return within
the next working day

Area of 5 km radius from the company
headquarters, Receive the item
within 1 working day

- Customers must pack the products for repair in good condition, complete with shockproof equipment.
- Notification can only be made Monday-Friday from 8: 30-16: 00 hrs.
- The company will compensate damages as per the amount specified by the company (2,000) baht per time
- The company will not return shipping charges in all cases
- Customers must notify Model name and serial number before requesting service
- In the event that the repair does not disappear, the company will Reserve the right to not return shipping charges

- Canon will provide cushioning equipment and cloth bags for customers.
- Customers must pay for shipping before receiving services.
- The customer must notify at least 1 business day in advance.
- Receive the product before 9:00 am on the date of repair.
- Canon will deliver the products within 3PM of the working day.
- Notification can only be made Monday-Friday from 8: 30-16: 00 hrs.
- The company will compensate the damages in the amount specified by the company (5,000) baht per time
- The company will not return shipping charges in all cases
- The customer has to transfer the money before 10:00 am on the day of receiving the product.
- Customers must notify Model name and serial number before requesting service

- Canon will provide cushioning equipment and cloth bags for customers.
- Customers must pay for shipping before receiving services.
- The customer must notify at least 1 business day in advance.
- Receive the product before 9:00 am on the date of repair.
- Repair is complete and returns within 18:00 hrs.
- Notification can only be made Monday-Friday from 8: 30-16: 00 hrs.
- The company will compensate the damages in the amount specified by the company (5,000) baht per time
- The company will not return shipping charges in all cases
- The customer must transfer the service fee before 12:00 hrs. Of the date of receiving the product
- Customers must notify Model name and serial number before requesting service

- Unlimited camera models *
- Unlimited damage
- Unlimited amount

- Unlimited camera models *
- Exterior cleaning
- Check Function
- Check / Adjust Focus (Not including plane adjustment)
- Update software

- Unlimited camera models *
- Exterior cleaning
- Check Function
- Check/ Adjust Focus 1 set (lens + camera) (Not including plane adjustment)
- Update software


*Except Cinema camera product

*In the case that the customer does not pay the shipping and / or service fees within the specified period. The Company reserves the right to deliver products on time.



Contact Point

Tel: 0 2344 9988

 LINE @ canonthailand



**Payment method please ask our staff
in Contact Point**



* IMPORTANT * Terms and Conditions

1. This document must be presented when claiming for the repaired items.
2. Goods sent in for repair out of warranty coverage or without valid warranty will be charged accordingly.
3. All goods for repair are accepted at the customer's risks and must be collected within 3 months from the date of issuing this receipt, of which a failure to do so will result in the goods ownership transfer to the company. The Company may dispose the goods as it deems appropriate without notice and the customer will not claim for damages nor proceed with any legal action against the Company.
4. The repaired items will be warranted on the similar fault for one month if only service charge is applicable or 3 months or months if both service charge and spare parts charge are applicable or as stated otherwise as the case may be.
5. The warranty shall not cover damages due to uses of any Non-Genuine equipment, spare parts or consumables other than Canon's.
6. Damaged/faulty parts replaced are not returnable.
7. If the estimated repair charge exceeds the customer budget, the Company will notify the client. Confirmation of the repair must be made within 7 days; otherwise, the company reserves the right to suspend the service and charge for the service done accordingly.
8. The Company will inform the Customer by telephone as indicated in this repair order In case of said indicated telephone number or address is unclear, Company shall be deemed that the customer has already been informed accurately.
9. In case there is any other equipment is stick to or attached to the Product e.g. memory card, the Company will record the details of such equipment in this repair receipt and return such equipment to the customer. In such case the customer has to acknowledged the return of such equipment by signing customer's signature in such repair receipt. If the customer does not want to take such equipment back for any reason, the Company shall not be liable for the loss or damage of such equipment and/or any data in such equipment including the consequential loss and/or indirect loss which is arising out of or in connection with the loss or damage of such equipment and/or any data in such equipment.
10. Any expenses other than repairs and replacement costs, such as shipping, insurance, postage, other special services and taxes are considered as personal expenses of the customer, Customers must be responsible for themselves.