



1-800-456-8000 x 76758  
[Peripherals-licensing@ingrammicro.com](mailto:Peripherals-licensing@ingrammicro.com)  
Desk hours - 8:30-8:00 Eastern  
[www.canon.com](http://www.canon.com)

## **Vendor Program Overview**

The eCarePAK warranty is a flexible Hardware Service Solutions program managed by Canon U.S.A. The eCarePAK program centralizes the administration of extended service plans and Service Support for various Canon products and sales channels. Canon currently offers on-site service, or advanced exchange and/or carry-in to Authorized Service Facility service depending on model. Canon eCarePAK replaces the current Canon CarePAK card and eliminates the online registration process for Canon USA's extended service plans. eCarePAK's are sold through Distribution as a virtual drop ship, eliminating the need to carry inventory.

## **Basic eCarePAK Eligibility**

For current and a few discontinued models, the purchase of an eCarePAK must occur within the standard warranty period based on the end user purchase date from a Reseller. For products with a 1 year warranty, the purchase of an eCarePAK can only occur during the first 1 year period of ownership. Canon may require proof of purchase from the end user prior to issuing an eCarePAK.

## **Basic eCarePAK Purchase Order Requirements:**

Purchase orders for Canon eCarePAK must include the End User (Reseller Customer) name and address. Also, a contact name, phone number and email address for the end user must be provided at the time of ordering. This will ensure Canon's accuracy in registering the eCarePAK warranty to the correct end user. Serial Numbers as well as model numbers are required for all Canon eCarePAK orders. Orders missing Serial Numbers will be held until a Serial Number is obtained from the Distributor. Canon will not contact Resellers to obtain Serial Numbers. Device purchase dates are required to establish coverage period. Each scanner is available for up to five years of warranty coverage.

## **Authorization Requirements**

There are no authorization requirements for Canon warranty orders.

## **Product Delivery**

Canon's normal processing time on orders is 5 business days.

## **eCarePAK Order Fulfillment**

Upon successful registration of an eCarePAK, the End User (Reseller Customer) will receive their eCarePAK service terms and conditions via U.S. mail. The eCarePAK agreement will contain applicable start and end dates as well as how to contact Canon for service. Distributors will receive a "virtual ship" confirmation via email. The main service number for all United States customers is 1-800-OKCANON.

## **eCarePAK Returns**

Requests to return an eCarePAK can only be made within 30 days of Canon issuing the eCarePAK agreement to the end user. All return requests must include the serial number of the Canon device.

## **Vendor Returns Overview**

Canon has a no returns policy. We can submit a request for a return but cannot guarantee Canon will return the order.

To request a return, please contact us with the following information:

- Your Ingram account number

- Your PO #

- Ingram Order number

- SKU of product to be returned

- Quantity (please note—the entire quantity must be requested for return-no partials)

- Reason for Return

- And will there be a replacement order.

Please contact our licensing desk with any questions. Thank you!