

Canon Production Printing Australia Pty. Ltd.

Building 1, Unipark

195 Wellington Road, Clayton VIC 3168

p: 1300 363 440

au.cpp.canon

ABN 26 004 315 913

Dear Customer,

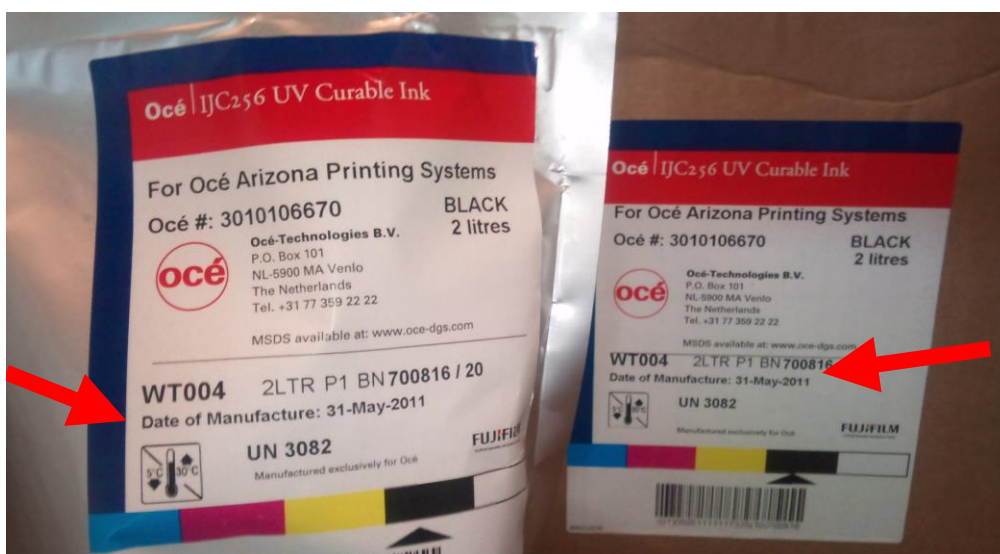
## RE: Arizona Ink Policy – IJC255, IJC256, IJC257, IJC285, IJC261, IJC262 & IJC357 ink

Canon Arizona ink (IJC255, IJC256, IJC257, IJC258, IJC261, IJC262 & IJC 357) has a life span of 12 months from the date of manufacture. Due to shipping time and on ground logistics, all ink provided to the Australian market will have less than 12 months life.

Canon Production Printing Australia (CPPA) will do everything possible to minimise ink life expiry and provide ink to our customers with the longest possible life. However, at minimum, you can expect to receive Arizona ink with 3 months shelf life.

In addition to managing ink delivery within the age specifications, every care is taken to ensure traceability by recording the batch number and manufacturing date before each ink is shipped to our customers.

The date of manufacture is clearly printed on each bag and box.



In the rare event that CPPA supplies Arizona Ink with less than 3 months life, please notify CPPA Supplies Customer Service within 7 days from receiving the goods by calling 1300

363 440 or emailing [supplies.au@cpp.canon](mailto:supplies.au@cpp.canon). CPPA will not accept claims for ink delivered with short life if notified more than 7 days from receipt of goods.

CPPA will replace ink supplied with less than 3 months shelf life at CPPA's cost. Alternatively you can decide to continue to utilise the short life ink and accept a pro-rata credit based on the following.

Arizona ink delivered with,

- Less than 3 months but more than 2 months = 35% discount
- Less than 2 month but more than 1 month = 60% discount
- Less than 1 month = 70% discount

Under no circumstance will ink be replaced or credited due to aging on site

### **Faulty ink bags**

If the Arizona ink does not operate when first placed into the machine, please call CPPA Supplies Customer Service to arrange a replacement order and pick up of the faulty ink. If the Arizona ink is within expiry life and stops for any reason before the total contents is consumed, then a pro-rata credit will be issued. E.g. if 50% of the bag is unused then a 50% credit will be provided. You may be asked to provide system logs for verification.

### **Ink Disposal**

If the Arizona ink provided arrives damaged or faulty and you need to dispose of the ink, the following options are available;

1/ If you are prepared to dispose of the ink using their existing dangerous goods disposal service, CPPA will provide a credit of \$40.00 to compensate.

2/ If you do not have an existing dangerous goods disposal service, CPPA may arrange removal through a certified carrier, however this will be at our convenience.

### **NB**

Canon's Arizona inks are considered hazardous waste and as such should be disposed of in a responsible manner - according to local council and state laws for the correct disposal of a hazardous substance. We have identified a disposal service provider for metro areas, these companies will provide you with a 20L tub to store your used ink bags and damaged ink bags until collection is required. Please contact the CPPA Customer Service Team if you require any additional information.

As a valued customer we hope that this letter addresses any uncertainty that you may have had about our Arizona ink life and faulty goods policy. Should you have any questions please feel free to call our Customer Service Team on 1300 363 440.

Regards,

Joshua Konrad

**GM Customer Support Services**