

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: UVgel Ink Policy – UVgel 356A & UVgel 460 ink

Canon's UVgel ink (UVgel 356A & UVgel 460) 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 UVgel 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 bottle and box. (See image)

In the rare event that CPPA supplies UVgel 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. 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.

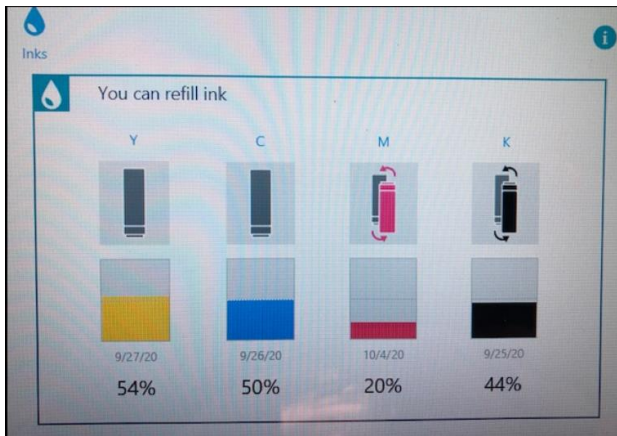
Colorado ink delivered with,

- 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 bottles

If the UVgel 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 bottle.



Ink Expiry within the machine

UVgel ink bottles contain an RFID chip that is read by the Colorado. The expiry dates of the ink will be displayed on the Colorado user control panel under the ink tab. If a new ink bottle with an expired date is presented, the Colorado will reject the bottle. It is possible however, due to low print volume that ink will pass the expiry date whilst in the machine. The Colorado will warn you a few days prior to expiry. The Colorado will allow continued printing beyond the expiry date but this can result in degradation in colour

consistency. Extended print operation with expired ink can potentially damage print heads which would not be covered under maintenance contracts. To negate an expired ink error, CPPA recommend the following strategies:

As soon as the Colorado gives advance warning of expiry, if the ink level is under 50% (allowing a new bottle to be inserted), add new ink to the system making sure that the new ink has an expiry date of at least three months. The Colorado will make a recalculation of the expiry date based on existing ink dates and new ink dates. This new expiry date will be displayed on the user control panel.

If in the rare instance that the expired ink remaining in the system is greater than 50% (meaning you can't add new ink to the system), you should print high coverage images on an affordable media (such as Blueback Paper (IJM613)) to reduce the ink in the system to below 50% (the lower the better), then top the system up with ink with a suitable expiry date.

Ink Disposal

If the UVgel 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 your 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 UVgel 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 our 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 UVgel 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