

Warranty Terms

[Support Home](#)

PowerShot DIGITAL CAMERA LIMITED WARRANTY For The U.S.A. and Canada Only

The limited warranty set forth below is given by Canon U.S.A., Inc. (Canon U.S.A.) in the United States or Canon Canada Inc., (Canon Canada) in Canada with respect to the Canon-brand PowerShot Digital Camera (the "Product") purchased with this limited warranty*, when purchased and used in the United States or Canada. The Product purchased with this limited warranty is the only PowerShot Digital Camera to which this limited warranty applies.

Canon U.S.A., Inc. and Canon Canada Inc. (collectively "Canon") warrant to the original end-user purchaser, when delivered to you in new condition in its original container, that this PowerShot Digital Camera Product (the "Product") will be free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of original purchase. Product returned to a Canon USA repair facility and proven to be defective upon inspection will, in Canon's sole discretion and at no charge, be (a) repaired utilizing new, remanufactured, repaired and/or recycled parts; (b) exchanged for a new Product or; (c) exchanged for a refurbished Product, as determined by the Canon USA repair facility. Warranty exchange or replacement does not extend the original warranty period of the Product.

THIS WARRANTY DOES NOT COVER ANY ACCESSORIES. This limited warranty shall only apply if the Product is used in conjunction with compatible computer equipment and compatible software, as to which items Canon U.S.A. or Canon Canada, shall have no responsibility. Non-Canon brand equipment and software that may be distributed with the Product are sold "as is" and without warranty of any kind by Canon, including any implied warranty regarding merchantability or fitness for a particular purpose, and all such warranties are disclaimed. The sole warranty, if any, with the respect to such non-Canon brand items is given by the manufacturer or producer thereof.

This limited warranty covers all defects encountered in normal use of the Products, and does not apply in the following cases:

- (a) Loss of or damage to the Product due to abuse, mishandling, improper packaging by you, alteration, accident, electrical current fluctuations, failure to follow operating, maintenance or environmental instructions prescribed in Canon U.S.A.'s or Canon Canada's user's manual or services performed by someone other than Canon U.S.A. or Canon Canada, or a Canon authorized service center for the Product. Without limiting the foregoing, water damage, sand/corrosion damage, battery leakage, dropping the camera, scratches, abrasions or damage to the body, lenses or LCD display or damage to any of the accessories mentioned in the first paragraph above, will be presumed to have resulted from misuse, abuse or failure to operate the Product as set forth in the operating instructions.
- (b) Use of parts or supplies (other than those sold by Canon U.S.A. or Canon Canada) that cause damage to the Product or cause abnormally frequent service calls or service problems.
- (c) If the Product has had its serial number or dating altered or removed.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BIND CANON U.S.A. OR CANON CANADA (SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU). NEITHER CANON USA NOR CANON CANADA SHALL BE LIABLE FOR LOSS OF REVENUES OR PROFITS, INCONVENIENCE,

EXPENSE FOR SUBSTITUTE EQUIPMENT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE OR MISUSE OF, OR INABILITY TO USE, THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF CANON U. S.A. OR CANON CANADA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR CANON CANADA BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY CANON USA OR CANON CANADA AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF USE OR MISUSE OF, OR INABILITY TO USE, THE PRODUCT NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF CANON USA OR CANON CANADA (SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU). THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT, OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT, AND STATES YOUR EXCLUSIVE REMEDY.

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state (or province to province in Canada).

Canon U.S.A.

You may obtain technical support** for your Product as follows:

E-mail support via our Web site at www.usa.canon.com/support

Telephone assistance from a Canon U.S.A. Customer Care representative free of charge during regular business hours at 1-800-OK-CANON (1-800-652-2666)

Canon Canada

You may obtain technical support** for your Product as follows:

Telephone assistance from a Canon Canada Customer Care representative free of charge during regular business hours at 1-800-OK-CANON (1-800-652-2666)

When you call, have your Product serial number and your date of purchase available to expedite service. A Canon Customer Care representative will attempt to diagnose the nature of the problem and correct it over the telephone. If the problem cannot be corrected over the telephone, you will be asked to follow the applicable procedures for MAIL-IN SERVICE. Note that a dated proof of purchase is required at the time of service. This requirement will be satisfied by providing a copy of your dated bill of sale.

** Technical support program specifics subject to change without notice.

MAIL-IN SERVICE is a program under which your Product is repaired by a Canon U.S.A. or a Canon Canada authorized service center for the Product. Authorized service center information can be obtained by visiting www.usa.canon.com/support (US customers only) or by contacting the Canon U.S.A., Customer Care Center or Canon Canada Customer Information Centre at 1-800-OK-CANON (1-800-652-2666). You will be given the name, address and phone number of an authorized service center.

It is your responsibility to properly package and send the defective Product, together with a copy of your dated proof of purchase, a complete explanation of the problem and a return address to the authorized service center at your expense. Do not include any other items with the defective Product. The Product covered by this limited warranty and proven to be defective upon inspection will be repaired and returned to you without charge by the authorized service center. Any Product received by the authorized service center that is not covered by the limited warranty will be returned unrepaired, or at the discretion of the authorized service center, you may receive a written estimate of repair at such cost as the service center may establish from time to time.

*The battery pack packaged with the Product carries a separate ninety (90) day limited warranty.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.