

Canon

Recognition for Excellence

PCMag.com Readers' Choice Award for Service & Reliability



Canon Digital Cameras



Canon Printers



August 14, 2012
Canon Camcorders



Canon

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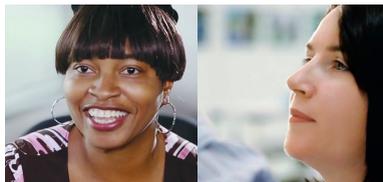
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COMMITTED TO SERVICE & SUPPORT EXCELLENCE

INDUSTRY LEADER IN PRODUCT RELIABILITY, SERVICE AND SUPPORT



A true industry leader understands that reputations are earned one customer at a time, which is why Canon has at its foundation an uncompromising dedication to product reliability, service and support. From cutting-edge technology to industry-leading response times, Canon U.S.A. takes pride in delivering complete customer satisfaction.



National Service Network

The Marketing Engineering Technology Center (METC) provides true factory-level service right here in the United States. Staffed by Canon factory-trained technicians, our service operations achieve industry-leading turnaround times and quality of repair. Our state-of-the-art facilities include a precision lens center and a climate- and particulate-controlled clean environment for the handling of sensitive equipment. Our service operation extends its reach through the Canon Regional Factory Service Centers and the National Authorized Service Network located from coast to coast. Canon supports a number of environmental and recycling initiatives including a Zero Landfill Product Re-use & Recycling Program.



Customer Contact Center

Canon U.S.A. maintains a 100% U.S.-based call center staffed with over 500 Canon employees. Whether by telephone, e-mail or the Web, highly trained specialists stand ready to assist Canon customers at every level of expertise. Committed to quick and easy resolution of all support issues, our specialists deliver industry-leading response times and quality support. Canon is further committed to continual service improvement and investment in customer support technologies.



Professional Service

Canon Professional Services (CPS) provides significant membership benefits to individual full-time working professionals who use qualifying Canon equipment. In addition to 24x7 international and domestic telephone support, CPS offers to qualified members (depending on membership level) expedited and discounted repair service, service loaners, equipment evaluation loans, free "clean and check" coupons, on-site support at shows and events, discounts on Canon Live Learning workshops and more.

