



Canon Printer and Video Rebate Fulfillment Notice

The third-party rebate processing company, Continental Promotion Group (CPG), that was responsible for processing rebate claims and issuing mail-in-rebate (MIR) checks for Canon-brand printer and video products (along with many other products of a number of other companies) filed a Chapter 11 Bankruptcy petition on Friday, November 14th. This disruption in service will impact a number of Canon customers claiming their product rebates, temporarily, as we move our MIR operations to another vendor to ensure continued support and service this holiday season. Unfortunately, before CPG's bankruptcy filing, a number of checks were distributed to customers that may bounce. While we are exploring ways to arrange for such checks to be honored despite CPG's bankruptcy, any customer who has received a rebate check for printer or video products dated prior to November 14, should not cash the check until further notice because of that fact. Furthermore, any customer who has not yet submitted rebate materials should refrain from doing so until further notice, as we need to make sure that rebate materials are directed to a location where they can be made available for processing. Canon is diligently working on steps to enable eligible consumers to be able to cash or receive valid replacement rebate checks as soon as possible. As of Saturday, 11/15, both the Canon USA home page and the Canon CIG home page have alerted customers to this issue and Canon will begin actively reaching out to any customers impacted by this situation to ensure that all rebate amounts earned are paid. We have been informed by Canon that their Web site, www.cusa.canon.com, will be updated by Friday, November 21st with additional information. We understand this is an inconvenience to our customers and Canon will be working to quickly to resolve this issue. Until further notice, please direct all inquiries to Canon's Customer Call Center 1-800-OK-CANON.

Please be sure to retain your documentation in connection with the rebate, including any charges you may have incurred while attempting to cash a rebate check. Again, for more details please visit the Canon Web site at www.cusa.canon.com.