Canon | MyCanon Business

SUPPLY RETURN ONLINE



QUICK START INSTRUCTIONS

HOW TO RETURN CONTRACTED SUPPLIES THROUGH MYCANON BUSINESS

Follow these instructions to easily return contracted items—such as unopened toner, waste containers, staples, and more—through MyCanon Business, Canon's 24/7 secure account management portal. This feature can help you save both time and resources by creating a supply return in just minutes without directly contacting Customer Service.

1) Before initiating the return, confirm your contact information is accurate by selecting "Preferences" in the top right-hand corner of the MyCanon Business homepage.

2) To start a return, select either "Order Contract Supplies" or "Closed Supply Orders" from the "Products & Supplies" menu. The "Order Returns" option is available on both pages and will direct you to the "Create Supply Return" page.

3) On the "Create Supply Return" page, search for an item by Serial Number or Address. If a device has been returned and the serial number is unavailable, search by the ship-to address. After submitting the address, choose the manufacturer and supply item from the drop-down, along with the quantity of each item.

4) Select a reason for the return from the drop-down, then click Submit Return.

5) After submission, you will be directed to the Confirmation page, where you'll find your Return Material Authorization (RMA) number and a link to download the FedEx return label.

6 From there, you can either Start Another Return or visit the "Supply Return History" page.

- If an item requires multiple boxes, print additional unique tracking labels from the "Supply Return History" page.

7) Track your return status directly through MyCanon Business.

Please Note:

- This process does not apply to billable supplies. To submit a return for billable supplies, please contact Customer Service.
- If your contract expires, any unopened items received as part of your contract remain the property of Canon. Failure to return such items may result in charges.

For questions about the return process, please contact Customer Service at MyCanonBusiness@cusa.canon.com or call **800-613-2228.**

MyCanonBusiness.usa.canon.com

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