

Announcement Operations of Service Centers and Branches

Following the announcement from the Center of COVID-19 Situation Administration (CCSA) and Ministry of Public Health on 27th September to ease disease control measures in the 29 dark red zone provinces from 1 October 2021 onward as well as seeking cooperation from private organizations to maintain a high level of control and prevention measures to help control the spread of the virus,

For a safety environment for our customers and our staff, Canon Service Center at Head Office on 24th Floor Sathorn Square Tower shall remain open for a limited number of walk-in customers. To ensure we are always available to support you, please be advised to schedule an advance appointment through Canon Call Center Tel. 02-344-9988 or Line @canonthailand from Monday to Friday at 8:15 AM – 5:15 PM.

Moreover, to avoid unnecessary travel and risk of infection, please be informed that we also offer additional service channels for our customers as follows:

1. Postal or courier services. Customer can send the repaired products to Canon's service center at the following address:
 - Head Office Service Center
98 Sathorn Square Office Tower, 24th floor, North Sathorn Road,
Silom, Bangrak, Bangkok. 10500
2. Canon Delivery Service for cameras and printers in Bangkok and metropolitan areas (surcharges apply). For more information, please contact Canon Call Center at 02-344-9988 or Line @canonthailand from 8:15 AM to 5:15 PM (Monday to Friday).

Our branches nationwide shall remain open and ready to serve our customers during this period as well. Our staff in all of our service centers and branches shall wear face masks at all times, while alcohol gel hand sanitizer will always be made available and all the public touchpoints will be disinfected on an hourly basis. To prevent the spread of COVID-19, all visitors to our service centers and branches are requested to follow the disease-control measures as below:

- Wear a face mask at all times
- Cooperate in taking temperature screening (any visitors with body temperature exceeding 37.5°C will not be allowed entry).





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- Observe social distancing by remaining at least 1-2 meters apart

We apologize for your inconvenience and seek for your kind cooperation and understanding.

Canon Marketing (Thailand) Co., Ltd.

Announced on 29th October 2021

