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New to the Group/Concerned about Pentax in Canada

[Discussion Tools](#)

3 Days Ago, 07:53 AM

#16

NS_Sailor

Site Supporter

Posts: 543

Location: Dartmouth Nova Scotia Canada

I think we should also consider besides sending a complaint on this issue to Ricoh Canada. Send a copy to the Corporate Head Office of Henry's and any local Camera Stores that once stocked Pentax cameras and lenses and no longer do so.

If the retailers know old and potential customers are complaining to Ricoh. They may come on side in this effort to get Ricoh to change its Canadian Market supply management policy. Making it worthwhile for the retailers to stock Pentax equipment once again.

I also hate to say this but Ricoh may be pulling back from this market until things are settled with NAFTA and the TPP

I sent this letter to Ricoh Canada

I'm writing to add my name to the growing number of Canadian Pentax SLR & DSLR Camera users who are finding it increasingly difficult if not impossible to make any kind "Off the Shelf" purchase of any kind of new or current Pentax product in Canada.

I'm sure the Pentax Marketing arm of Ricoh Canada know, or should know, that there are many amateur/hobbyist and professional photographers that are and have been very loyal to the Pentax brand for many years, as I have for almost 40 years. I'm also sure that Pentax Marketing should also be aware in many cases, especially for the amateur/hobbyist, the purchase of a camera or lens comes down to, in many cases, an "Impulse Purchase" with hard earned disposable income. For most photographers regardless how much research done and reviews read. When it comes to making a purchase of a Camera or lens being able to hold and see how a camera or or lens performs when they look through the viewfinder is essential in the decision making process.

I'm very much aware of the trend to "Online" ordering of high value items however I'm sure you're aware many wouldn't shell out thousands of dollars for a product, "Sight unseen" unless you are absolutely certain of the quality of the product. This strategy may work well for older long term Pentax users, but will probably not work to attract new/younger customers to the brand, even if Pentax was the brand of their parents/grand parents and there is a Pentax Camera and lenses sitting a box somewhere in their home.

In closing I'm sure Ricoh is aware that the new/younger customers in the marketplace that are ready to step up from the cameras in their phones, are likely more willing to shell out more of their disposable income than they would for a Pentax on a Canon or Nikon, a product they can buy and start using right away with readily available upgrades and once you loose a customer in this way they're gone forever


[Quote](#)

2 Days Ago, 04:48 PM

#17

lesmore49

Pentaxian

Posts: 4,301

Location: Western Canada

I almost bought a new Canon 5D3 and Canon 24-105 L lens a year ago. Instead I purchased a Pentax K-1 and 28-105 lens. I'm one of the long term Pentaxians...my start date was Feb. 1968...50 years exactly.

When I started buying Pentax equipment and for many years after, I could walk into any camera store in my province and buy pretty well what I wanted, on site. I bought my S1a, ESII, wife's K1000, K10D, K-m, K5. My plethora of Pentax lenses....I've lost count but somewhere between 15-20 or so, over the years, mostly at stores.

My K-1, 28-105, 70 Ltd., 40 Ltd. 21 Ltd, 50 Macro, 50 Normal, 18-135, Sigma 150-500...all bought since about 2011, 2012...I've had to order in...and take a giant leap of faith and hope that this equipment worked well and to my...satisfaction. So far, so good.

But would I have done so if I was just starting in all thing photography ? Probably not...I probably wouldn't know Pentax even existed...as it is not to be seen anywhere on camera store shelves in my good sized city.

Before I made my choice of K-1, rather than Canon 5D3, I thought long and hard. If I went Canon full frame...I would be able to get, for the most part, anything I wanted now, try it out first, then get it now. With my Pentax mount Sigma, I did try the Sigma 150-500 first in the camera store...but with a Canon DSLR attached to it's Canon mount Sigma lens. It seemed fine on the Canon, so I 'reasoned' it would be fine on a Pentax. So I ordered it in.

There's irony there somewhere...in order to get a feel for a lens for my Pentax, I tried a similar lens out on a...Canon.



I still wonder even though I love my Pentax K1 and 28-105 lens...whether I should of just said to heck with all this frustration getting Pentax equipment in and just ended my relationship with Pentax by getting the Canon equivalent.

[Quote](#)

2 Days Ago, 09:20 PM

#18

Vulcaninkman
Site Supporter

It is said that in adversity, there is opportunity. Where is the opportunity here? Can we get a Canadian Pentax representative, or a sales representative, to join this Forum and advocate on our behalf?

Posts: 6
Location: Milton, ON

[Quote](#)

2 Days Ago, 10:59 PM

#19

drewski
Senior Member

To add to the sad story that is Canadian Pentax retail, I acted on this last night ([Good deals on 8 Pentax lenses \(DFA 50mm macro \\$199 CDN\) - PentaxForums.com](#)) and went to pick up the lens after work today. The gentleman at the store who served me brought out the lens and whilst I was inspecting it, he mentioned that this was the last lens order they processed on the website. He goes they are basically clearing out all Pentax lenses and if I wanted to get any, now's a good time. I asked if they were no longer selling Pentax stuff, and his comment was that it would still be available for purchase, but it'd be on Special Order only. I was looking around at the counter space before he brought the lens out, and basically saw the top row of one counter with some Pentax lenses (saw the 28-105 there as well), but that was basically that. There were rows upon rows of Nikon and Canon lenses in the adjacent shelves.

Posts: 127
Location: Toronto

Very sad indeed.

[Quote](#)

1 Day Ago, 02:39 PM

#20

SharkyCA
Site Supporter

[Ricoh Imaging - Home | Facebook](#)

I have sent two messages to Ricoh Canada [Contact Us?Corporate?RICOH IMAGING CANADA](#) and have received no response to any of them. I am including this "thread" today as a "pdf" file to their facebook page messenger to try and solicit a response.

Posts: 31
Location: Carleton Place,
Ontario, Canada

[Quote](#)[Edit Message](#)

1 Day Ago, 03:02 PM

#21

SharkyCA
Site Supporter

“Originally posted by NS_Sailor:

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Posts: 31
Location: Carleton Place,
Ontario, Canada

Did you get a response from them? I sent two messages to [Contact Us?Corporate?RICOH IMAGING CANADA](#) and have

not received any reply.



1 Day Ago, 08:19 AM

NS_Sailor

Site Supporter

Posts: 543

Location: Dartmouth Nova Scotia Canada

Quote Edit Message

#22



Originally posted by SharkyCA:

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No I haven't received a response as of yet and I doubt I will. I'm beginning to believe that Pentax division of Ricoh Canada is just a mail slot (I'm showing my age now) in the office/warehouse where concentration is on their primary business, the sale and service of Photocopiers. I doubt there is even anyone in the office that deals with Pentax products to respond to our complaints other than maybe a warehouse person who prepares orders for shipment from retailers and individuals as they come in.
The Contact Us link on the website looks good but I doubt it does anything other than dump or delete anything that comes in on it



15 Hours Ago, 05:50 PM

SharkyCA

Site Supporter

Posts: 31

Location: Carleton Place, Ontario, Canada

Quote

#23

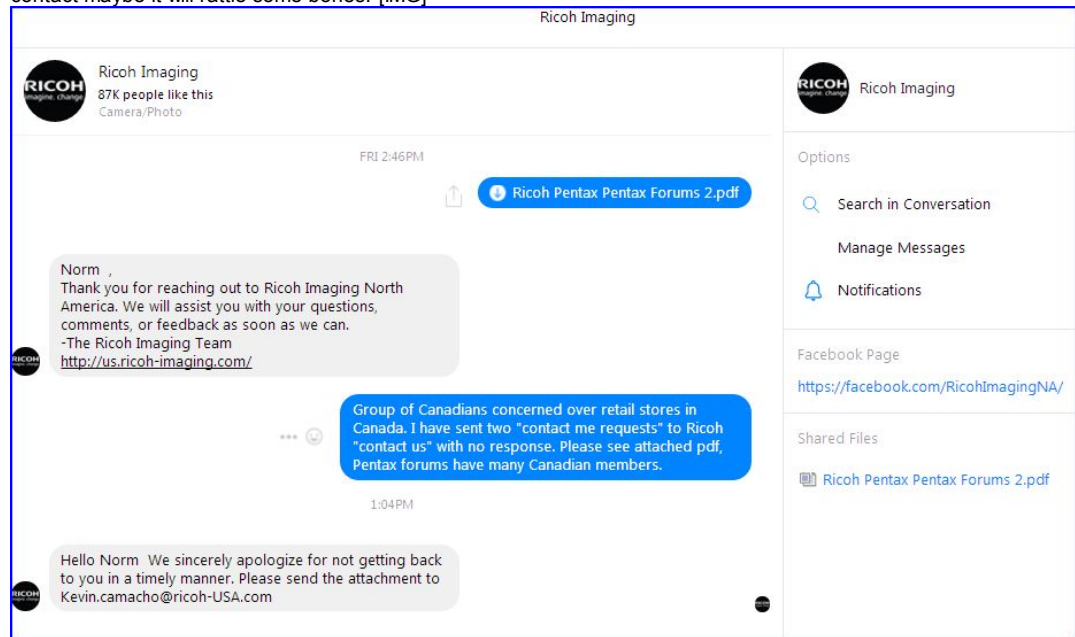


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I tried sending a message on "Messenger" they replied and I have since followed up with an e-mail, although it is a U.S. contact maybe it will rattle some bones! [IMG]



[/IMG]



14 Hours Ago, 06:43 PM

NS_Sailor

Site Supporter

Posts: 543

Location: Dartmouth Nova Scotia Canada

Quote Edit Message

#24



Originally posted by SharkyCA:

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