



OLYMPUS IMAGING AMERICA REPAIR INSTRUCTIONS

WARRANTY REPAIR:

Olympus warrants that its products will be free from defects due to manufacturing or parts failure under normal use, for the stated length of the warranty period. If any product proves to be defective within the warranty period, the customer must return the unit at their expense, to an authorized Olympus service center. Olympus at its sole discretion, will repair, replace or adjust the defective product that meets all the terms and conditions of the warranty, without cost to the customer.

Warranty Periods When Purchased in Brand New Condition From a Retail Dealer:

- Olympus Cameras (film or digital) and their accessories (excluding batteries) - 1 Year
- Olympus Digital Audio Recorders and their accessories (excluding batteries) - 1 Year
- Olympus Audio Tape Dictators and Transcribers (excluding batteries) - 1 Year
- Olympus Audio Tape Recorders "800 Series" (excluding batteries) - 90 day
- Olympus Audio Tape Recorders "S, J & L Series" (excluding batteries) - 30 days

Warranty Periods for Olympus Factory Refurbished Units When Purchased From a Retail Dealer or an Olympus e-Bay Auction:

- Olympus Factory Refurbished cameras (excluding batteries) - 90 Days
- Olympus Factory Refurbished audio recorders (excluding batteries) - 30 Days

To qualify for warranty consideration, please supply a copy of your dated sales receipt.

SENDING YOUR PRODUCT IN FOR SERVICE:

To make the shipment of your product both easy and convenient, we have arranged a special "Olympus Corporate Accounts Customer" discount program with The UPS Store® and participating Mail Boxes Etc. locations. This program provides you with discounts on packaging materials, depending on the item. The discounts are built directly into the transaction. Normal retail rates for shipping will apply.

The UPS Store or Mail Boxes Etc. location will also package your product for you and know the closest Olympus Imaging America service center to send it to.

You may also send the product to us at your expense using a carrier of your choice.

For additional information, including other locations, please visit <http://www.theupsstore.com> or www.mbe.com

Please send the following for repair:

- 1) Repair Submission Form
- 2.) Olympus Product



In addition, **warranty repairs** should include copies of your sales receipt, and warranty card (if possible).

Do not include unrelated items, such as media cards, batteries, carrying case, camera straps etc.

PLEASE DO NOT SHIP/TRANSPORT LITHIUM-ION AND/OR LITHIUM-METAL BATTERIES WHEN SENDING YOUR REPAIR TO OLYMPUS.

OLYMPUS IS NOT RESPONSIBLE FOR INCIDENTS RESULTING FROM THE TRANSPORT OF LITHIUM-ION AND/OR LITHIUM METAL BATTERIES. PLEASE CONSULT YOUR CARRIER FOR DETAILS ABOUT THE NEW LITHIUM-ION/LITHIUM METAL TRANSPORT LAWS.

PACKING TIPS:

Olympus Imaging America Inc. assumes no responsibility for items lost or damaged in transit to us.

We recommend the following when shipping your product:

- Use a corrugated cardboard box and ample packing material.
- Do not send your product in a letter envelope.
- We recommend that you insure your package.
- We also highly recommend that you choose a carrier that offers package tracking or delivery confirmation.

It is your responsibility to backup any data, software, audiotape recordings or other materials that you may have stored or preserved on your product. It is possible that such data, software or other materials will be lost as part of the repair process. Olympus will not be responsible for any such loss.

For the repair of your Olympus product in the United States, please send to one of the following:

East Coast/ Mid West

Olympus Imaging America Inc.
400 Rabro Drive
Hauppauge, NY 11788
Attn: Repair

West Coast/ North and South West

Olympus Imaging America Inc.
10805 Holder Street Suite 170
Cypress, CA 90630-5145
Attn: Repair

Customer Care - (800) 622-6372 / Monday-Friday 9:00 a.m. to 7:00 p.m. Eastern Time

Repair Center Hours - Monday-Friday 9:00 a.m. to 4:45 p.m. Eastern Time



TRACKING YOUR REPAIR:

CHECK ON THE STATUS OF YOUR REPAIR:

After the product is received, an evaluation and an inventory of any included accessories will be conducted. This usually occurs 2-3 business days from the date the unit is received.

Once the evaluation is complete your product will be assigned a Service Order Number. Products under warranty will then enter the repair process. Estimates will be sent for all billable repairs.

Pre-approved estimates and warranty repairs will be processed immediately. If we do not receive a response from you, we will send a reminder letter. Products left in our possession without any communication from you will be considered abandoned after 90 days. After 90 days we reserve the right to discard abandoned products without any form of compensation.

You can also check the warranty status or the cost (and make payment) for a billable repair, using your name and the product's serial number at: http://www.olympusamerica.com/cpg_section/cpg_servicerepair.asp
Please allow for the 2-3 business days from the date the unit is received before checking on the status.

If you do not find your product listed and or do not receive a letter from us within 20 business days from the date you sent it, please contact your carrier (U.P.S.; Post Office etc.) and request that they track your package. If we received the package, they will supply you with their Proof of Delivery information. Please contact Customer Care with this information as soon as possible at 1(800) 622-6372 from 8:30 AM to 7:00 PM, M-F, ET). We will make every effort to identify and locate your product.

REPAIR COMPLETION TIME:

Products serviced under warranty will normally turn around in 7–10 business days from the date received. No work is done without your approval and payment for a billable repair. Once payment is made the product is then repaired and returned within 7-10 business days.

We hope that you find our service experience to be professional and courteous. Please contact us if you have any questions. To speak with a Customer Service representative, please call (800) 622-6372 Monday through Friday, 8:30 AM to 7:00 PM Eastern Time. To correspond with us via e-mail, please send your message to: cpgwebmail@olympus.com

***Products received without identification or contact information will be listed as unclaimed. We will hold unclaimed product for 90 days. After 90 days without contact from you, we reserve the right to discard unclaimed products without prior authorization or compensation of any form.*

Please do not send instructions to repair.