



OLYMPUS IMAGING AMERICA WARRANTY AND REPAIR PROCEDURES

Thank you for your inquiry and giving us an opportunity to assist you. We were sorry to learn that your Olympus product is in need of repair. For products covered by their limited warranty, we will service the unit without charge. Please be sure to include a copy of your date stamped sales receipt and warranty card.

Units no longer covered by warranty may still be sent to us for repair. A letter or e-mail detailing the cost of repair will be sent to you once the product has been evaluated.

The information below will help guide you through the product repair process.

WARRANTY REPAIR:

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 days

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 the Olympus Store:

Olympus Factory Refurbished cameras (excluding batteries) - 90 Days

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

To qualify for warranty consideration, you must supply:

1. A COPY of your date stamped sales receipt.
2. A COPY of the warranty card.

REVIEW OF TERMS AND CONDITIONS:

Please see the warranty information included with your product for the full terms and conditions.

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 product must be returned to an Olympus service center for evaluation and repair. You may bring the unit back to the place of purchase or send it yourself, postage prepaid and insured, to an authorized Olympus service center. Products found to meet the terms and conditions of the warranty will be serviced without charge.

The warranty will not cover any defects or damage resulting from wear, tear, misuse, abuse or negligence such as but not limited to exposing the unit to impact, force, sand, liquid or servicing the product by anyone other than an authorized Olympus service center.

The warranty is valid for the original purchaser of the product and is not transferable.

NON-WARRANTY REPAIR:

For Olympus products no longer covered by warranty we use a flat rate estimate system to determine the cost of the repair. A letter or e-mail will be sent to you with all charges required. No work will be done without your approval and there is no charge to you should you choose not to proceed with the repair.

The cost of repair is based on the typical time and parts needed to service the unit back to full operating condition. It is a set fee and will not increase if more than the typical time is required to make the repair. A letter or e-mail will be sent to you with all charges required. No work will be done without your approval and there is no charge to you should you choose not to proceed with the repair.

SENDING YOUR PRODUCT IN FOR SERVICE

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 may be lost as part of the repair process. Please remove the media card and battery and do not include any other accessories such as cords, cases, etc. These can be lost during the repair process and Olympus will not be responsible for any such occurrence.

U.S. Customers

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" franchise throughout the United States. Your local The UPS Store will provide you with discounts for your packaging needs. The discounts range from 30 to 40% depending on the item. The discounts are for materials only and do not apply to the shipping fee.

The experts at The UPS Store will also package your product for you and know the closest Olympus Imaging America service center to send it to. All you will need to do is take a copy of this e-mail and the completed Olympus Repair Submission form provided below (keep a copy for your records) along with your product to your nearest The UPS Store. They will do the rest!

For the location of The UPS Store nearest to you, please visit <http://www.theupsstore.com>

Along with your product please be sure to:

1. Include a copy of the filled out Repair Submission form (found on the Service and Repair home page).
2. Bring a copy of "The U.P.S. Store" form (found on the Service and Repair home page).
3. For a warranty repair, be sure to attach a copy of your sales receipt and the warranty card to the repair form.

Please do not include items that are not related to the problem, such as media cards, batteries, tapes, carrying case, etc.

U.S. and Canadian Customers

You may of course send the product to us using the carrier of your choice. The following information will detail where and how to send the unit in:

1. Use the product Repair Submission form (found on the Service and Repair home page).
2. Print two copies of the form. Keep one for your records and return one with the unit.
3. Gather the following items to include with your product:
 - The product Repair Submission form (found on the Service and Repair home page).
 - Sample prints, digital files, audiotapes, or other applicable examples that demonstrate the problem.
 - For warranty repair, send a copy of your sales receipt/proof of purchase and a copy of the warranty card.
4. Please do not include items that are not related to the problem, such as media cards, batteries, tapes, carrying case, etc.
5. Please pack your product as safe and secure as possible. Olympus Imaging America Inc. assumes no responsibility for items lost or damaged in transit to us.
 - 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.

5. For the repair of your Olympus product in the United States or Canada you can ship it to one of the following:

UNITED STATES

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

Repair Center Hours - Monday-Friday 8:00 a.m. to 4:00 p.m. EST
Customer Care - (800) 622-6372 / Monday-Friday 8:30 a.m. to 7:00 p.m. EST
Fax: (631) 881-6510

CANADA

Trinitek Electronics Inc
3105 Unity Drive, Unit 20,
Mississauga, Ontario L5L 4L3

There is no walk-in service available at this location
Customer Care - (800) 622-6372 / Monday-Friday 8:30 a.m. to 7:00 p.m. EST. Fax: (631) 881-6510

ALL OTHER PARTS OF THE WORLD

The information in this e-mail is intended for the use of customers that will have their camera, audio recorder or binocular serviced and returned to them in the United States.

Product repairs outside of the United States, or items that will be returned after repair to another country (except U.S. Military A.P.O. addresses) please send your item to the Authorized Olympus Service Center for your country. Repairs returned from the United States (or other countries) are subject to that country's import duty. These fees and any other duties or taxes are not covered by Olympus Imaging America warranty nor will they be covered under the Olympus World-Wide warranty.

To find the Authorized Olympus Service Center for your part of the world, please visit <http://www.olympus-global.com> or contact our Customer Care department at (800) 622-6372 / Monday-Friday 9:00 a.m. to 7:00 p.m. EST.

CHECK ON THE STATUS OF YOUR REPAIR:

After the product has been received it will go through an evaluation process and an inventory of any included accessories will be made. We only list products in our data base once the evaluation has been completed. The evaluation generally takes 7-10 business days after it has been received. We will have no record of your repair until the evaluation has been completed. In the interim you may want to check with your carrier (U.P.S; Post Office etc ;) and ask them for their proof of delivery statement to show that we received the package. Once the evaluation process has been completed we will assign a service order number to repair and contact you via e-mail or letter as to its status. Products found to meet the terms of their Olympus warranty will enter repair at that point.

For Olympus products no longer covered by warranty we use a flat rate estimate system to determine the cost of the repair. A letter or e-mail will be sent to you once the evaluation has been completed with all the charges required. No work will be done without your approval and there is no charge to you should you choose not to proceed with the repair.

If we do not receive a response from you (see below) we will send reminder letters or e-mails asking for your payment and approval or to have the unit returned to you without repair. If we do not hear back from you after 90 days, the product will be considered abandoned. After 90 days without contact from you, we reserve the right to discard abandoned products without any form of compensation.

You can check the warranty status or the cost (and make payment) for a billable repair, using your name and the product's serial number at: www.olympusamerica.com/cpg_section/cpg_servicerepair.asp

If you do not find your product listed and or do not receive a letter from us after 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.

Products received without identification or contact information will be listed as Unclaimed. We will hold Unclaimed products for 90 days. After 90 days without contact from you to identify and claim your product, we reserve the right to discard the Unclaimed lens without any form of compensation.

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 EST. To correspond with us via e-mail, please send your message to: cpgwebmail@olympus.com

Sincerely,

Customer Care & Support
Olympus Imaging America Inc.