



Product Repair Checklist

To have your product serviced, please ship or bring it to an Olympus Authorized Service Center. Olympus provides exceptional training for our service technicians and uses only genuine Olympus parts for our repairs. The typical repair is completed within 7 to 10 business days of the receipt of a warranty product or approval of the estimate. If your product requires an estimate, one will be sent to you at no charge.

Warranty

Please see the warranty information included with your product for full details

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.

What Is Not Covered By Warranty

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

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.

Billable Repair:

Olympus products no longer covered by warranty may still be sent to us for repair service. Please contact our Customer Service Department at 1-800-622-6372 to inquire about repair pricing.

Sending Your Product In For Service

Please 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 may be lost as part of the repair process. Olympus will not be responsible for any such loss.

Along with your product please be sure to:

1. Bring a copy of this e-mail and UPS Store Instructions (attached).
2. Bring a copy of the filled-out Repair Submission form (see below).
3. For a warranty repair, be sure to attach a copy of your sales receipt and the warranty card to the repair form.

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 provided Product Repair Submission form (see below).
2. Print two copies of the form. Keep one for your records and return one with the unit.
3. Include any sample prints, digital files, audiotapes or other applicable examples that demonstrate the problem.
4. For warranty repair, attach a copy of your sales receipt/proof of purchase and a copy of the warranty card to the Repair Submission form
5. Please pack your product as safe and secure as possible. Olympus is not responsible for any damage that may occur during the shipping process.
6. Use a corrugated cardboard box and ample packing material (crumpled newspaper is not recommended).
7. Do not send your product in a letter envelope.
8. We recommend that you insure your package and use a carrier that offers package tracking or delivery confirmation.

IMPORTANT: Before you pack your product, please write down your model number and serial number to keep for your reference.

Please do not include: Item(s) not related to the problem (such as a film, carrying case, batteries, software, printer ribbon, etc.).

The following is additional information you will find useful throughout the repair process.

Check The Repair Status On-line

You can check on the repair status by visiting our website at <http://www.olympusamerica.com/repairstatus>. After the product has been received by Olympus, we will need to unpack your product, perform a repair evaluation, and update the repair status on our website. Please note that it may take 2-3 business days for us to complete these steps. We will mail a letter to you explaining the results of our repair service evaluation.

Repair Completion Time

If you receive a repair estimate, repair on your product will be on-hold until we have received instruction on how to proceed. Our repair website is a secure way to provide us with authorization payment using a credit card or to let us know you do not wish to repair the product.

If the product is under warranty or if pre-approved payment has been provided, your product will proceed immediately into the repair process. Repairs will typically be completed within seven to ten business days. You can use the repair status webpage to track the return shipment back to you. 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: CustomerSupport@olympus.com

Sincerely,

Customer Service & Support
Olympus Imaging America Inc.
www.olympuscanada.com