

## Olympus Repair Canada

Thank you for contacting us regarding your Olympus product.

If have an Olympus product that needs to be repaired (digital camera, digital voice recorders, and binoculars), please send it to:

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

Include when sending your product:

- 1 . Name and return address
- 2 . Phone number
- 3 . Explanation of symptoms observed
- 4 . If the repair is under warranty, a copy of the invoice and a copy of the warranty card

Please pack your product carefully to protect it during transport. We also recommend using a service with tracking number (ex: Purolator, FedEx or Canada Post Priority) and insure the product.

Warranty repairs are normally returned 7-10 business days after the date of receipt.

For products out of warranty, we first evaluate the device and send you an estimate of repair cost. No repair work will be done without your permission and payment.

To speak with an Olympus agent, please call us at 1-888-553-4448 option 1 for French, Monday to Friday from 9:00 AM to 7:00 PM Eastern Time. Or you can send us an e -mail to: [cpgwebmail@olympus.com](mailto:cpgwebmail@olympus.com)

Full Name: \_\_\_\_\_

Address for delivery:

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City: \_\_\_\_\_ Province: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (Day-time ) : \_\_\_\_\_

E- Mail: \_\_\_\_\_

Model name: \_\_\_\_\_ Serial number: \_\_\_\_\_

\* The serial number of a recorder is located in the battery compartment.

Reason for sending in:

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Accessories included with the product:

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Warranty: Please include a copy of the invoice and a copy of the warranty card.

Yes \_\_\_ No\_\_\_( An e -mail with an estimate of repair cost will be sent) .

PRIOR AUTHORIZATION: A pre-authorization of the payment will accelerate the repair process.

No work will be done without your approval and payment.

(1) Cost of repair pre-approved: \$ \_\_\_\_\_

(2) Rate of local tax : \_\_\_\_\_ %

Total cost of repair (lines 1 +2): \$ \_\_\_\_\_

Checks should be made payable to Olympus Imaging America Inc.

Check attached. \_\_\_\_\_

Credit card: Visa \_\_\_\_\_ MasterCard \_\_\_\_\_

Credit card number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

I authorize Olympus Imaging America Inc. to charge my credit card for the total cost of the repair.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

NOTE: The products in our possession without back from you after 90 days will be considered abandoned. After 90 days, we reserve the right to take anything left without compensation within the limits set by law. Products without identification or contact number will be considered unclaimed. We will keep an unclaimed product for 90 days and after 90 days, we reserve the right to discard any unclaimed object without any compensation within the limits set by law.