

## 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.

### What are the terms and conditions of the warranty?

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.

The warranty will not cover any defects or damage resulting from:

- Wear
- Misuse
- Abuse
- 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.

**In some circumstances as detailed in the full warranty terms, we will replace your model with a reconditioned same or comparable model.**

Please see the warranty information included with your product for the full terms and conditions. This may be on the back of the warranty card or included in the .pdf of your manual. A card that states "Limited Warranty" is only covered in the country the camera or recorder was sold.

### What is the warranty period?

Product	Warranty Length
Digital Camera	12 months from date of purchase
Digital Voice Recorder	12 months from date of purchase
Reconditioned Digital Camera	90 days from date of purchase
Reconditioned Digital Voice Recorder	30 days from date of purchase
Binoculars	12 months from date of purchase

Note: 35mm cameras and tape transcription or tape voice recorders are no longer repaired.

### What do I need to prove I've had it within the warranty term?

A dated copy of your store receipt from your dealer or online retailer is necessary. If this is not available, a copy of your debit or charge card statement with the date highlighted. Note, you **must** block out any personal information such as the debit or charge card number and all non-related purchases. If you received it as a gift, please indicate this on your enclosed note. However, based on the condition of the product and length of time it has been available for sale, we may not be able to honor it as a warranty repair. If the camera or recorder is older than 12 months from the release date, we will provide you with an estimate for repair.

- Your warranty card included with your product. If you cannot locate this, please write this on your note.

**Important: In some circumstances if we begin repair and see signs of damage previously undetected from the outside such as corrosion from water or loosened boards from impact, we will notify you the warranty is voided.**

### **I don't meet the terms of the warranty for my product; can I still send it in?**

Units no longer covered by warranty may still be sent to us for repair. The pre-approval cost will display when you select the camera on our repair site ([www.olympusamerica.com/repair](http://www.olympusamerica.com/repair)).

**In some circumstances we will replace your model with a reconditioned same or comparable model if we deem your model not repairable. This can occur if there is damage or certain parts for your particular repair are not available. If this is not acceptable, please write so in the additional comments field on the submission form. We would return your model back to you and you will not be charged.**

Please be aware certain older products (usually 7 years since introduction) are no longer repairable due to lack of parts. If you do not see your model listed on the online USA form, we are no longer able to repair the product.

### **How much is the cost of repair?**

#### Warranty Repair:

- If your product meets the terms of the warranty, the cost of repair is covered by Olympus. If it is determined the warranty is voided due to negligence as stated in the warranty terms and conditions or it out of the warranty period, we will notify you of the cost of repair. Olympus reserves the right after three (3) months without a decision from you to discard your product without any form of compensation.
- Shipment back to you is covered by Olympus.

#### Non-Warranty Repair:

- The provided estimate is based on a flat rate system that covers the cost of parts if needed and the time needed to repair the product. 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. For Canada, the estimate is sent via email to you once the product is received by our service facility. For USA, you pre-approve the estimate provided online. Shipment back to you is covered by Olympus.
- Please see statement above in red in the question: I don't meet the terms of the warranty for my product; can I still send it in.

### **Where do I send my product for warranty repair or for an estimate?**

#### **USA:**

Please use our online submission form to submit your repair. The form once submitted will provide the appropriate repair facility to send your product.

[www.olympusamerica.com/repair](http://www.olympusamerica.com/repair)

#### **Canada:**

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

[www.olympuscanada.com/repair](http://www.olympuscanada.com/repair)

Outside of the USA or Canada: Please go to <http://www.olympus-global.com> for facilities in your country.

### How do I ship it?

- Please package your product in a sturdy cardboard box with ample wrapping to protect it from being damaged in shipping. Bubble wrap around the body is generally a good protector. If the product is not reasonably protected it could become damaged in shipping voiding the warranty.
- Insure the package with your shipper of choice up to the cost of the product in case it is not delivered.
- Save your tracking information so you can prove delivery of your item to our repair facility.
- For USA customers, please see section regarding using the UPS store if that is the carrier of your choice.

### What do I ship with it?

#### Please include the following:

For warranty repair: A dated copy of your store receipt from your dealer or online retailer is necessary. If this is not available, a copy of your debit or charge card statement with the date and product highlighted. Note: You **must** block out any personal information such as debit or charge card number and all non-related purchases. If you received it as a gift, please indicate this on your enclosed note. However, based on the condition of the product and length of time it has been available for sale, we may not be able to honor it as a warranty repair. If the camera or recorder is older than 12 months from the release date, we will provide you with an estimate for repair.

- For warranty repair: Your warranty card included with your product. If you cannot locate this, please write this on your note.
- USA Customers: Print out the online form upon completion and include with your product.
- Canada Customer: Repair submission form. This may be [printed](#) and included in your shipment. A note describing the issue or noted on the submission form.
- Please include a CD-ROM of images or recordings that may help explain the issue you are experiencing. Prints that are not of no value to you may be sent.

**Important: Please remove the media card and battery and do not include any other accessories such as cords, cases, etc. These can be misplaced during the repair process and Olympus will not be responsible for any such occurrence. However, if you think your problem is the result of a bad card or cable, please indicate in your note. We suggest you rubber-band a note around the item itself.**

**Important: It is your responsibility to backup any images or recordings that you may have stored internally on your product. During the repair process it is unlikely they will be saved.**

### I live in the USA and would like to know about using the UPS Store to ship my product.

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.

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

See the heading "SHIP YOUR PRODUCT VIA YOUR LOCAL UPS STORE on [www.getolympus.com/repair](http://www.getolympus.com/repair)

Please read the above questions regarding including what to ship with your product.  
**How can I check the status of my repair?**

USA:

You can check the status using your phone number or web order number at:

[www.olympusamerica.com/repairstatus](http://www.olympusamerica.com/repairstatus)

Canada:

You can check the status using your name and service order number or serial number:

<http://www.olympuscanada.com/repair>

Please allow time for the product to be received and evaluated. 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 (UPS, Post Office, etc ) and ask them for their proof of delivery statement to show that we received the package.