



PRODUCT REPAIR SUBMISSION FORM

Date Shipped to Olympus: _____

Customer Name:

Billing Address:

City: _____ State: _____ ZIP: _____

Billing Telephone (Daytime): _____

E-Mail: _____

Shipping Address:

City: _____ State: _____ ZIP: _____

Telephone (Daytime): _____

E-Mail: _____

PRODUCT BEING SENT FOR REPAIR

Model Name: _____

Serial Number*: _____

**The serial number for a voice recorder is found in the battery compartment or the tape compartment.*

Reason for submission or symptoms occurring:

Accessories or other items included with product (**do not include** batteries, memory cards, cases or straps):

Warranty Repair: Copies of the required sales or gift receipt and the warranty card are attached: YES _____

Please turn page over. →



PRE-APPROVED PAYMENT OPTION: Prepaid repair authorization will expedite the repair of your product. If you prefer, we will mail you a letter with the total cost once the unit has been received and evaluated. No work will be done without your payment and approval.

(1) Pre-approved Cost Of Repair: \$ _____

(2) Expedited Shipping (optional): \$ _____
\$8 /2-Day UPS or \$14/Next-Day UPS

(3) Your Local Sales Tax Rate: _____%

Total Repair Cost (lines 1+2+3): \$ _____

Personal checks should be made out to Olympus Imaging America Inc.
Check Attached _____.

Credit Card: Visa _____ MasterCard _____ AMEX _____ Discover _____
Credit Card Number: _____
Expiration Date: _____

By signing below, I authorize Olympus to charge my credit card for the Total Repair Cost.
Signature Approval: _____ Date: _____

***NOTE:** Products left at Olympus 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. 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.*

*For information regarding repair center locations, repair time frames and shipping instructions, please refer to the Repair Instructions document at:
http://www.olympusamerica.com/cpg_section/repair_pdfs/uschecklist.pdf .*

Please make a copy of the completed form for your records

Instructions for The UPS Store® / Mail Boxes Etc.®

If you have questions regarding the processing of this transaction, call MBE Technical Operations at 1-800-546-8008.

Center Associate: Follow the instructions below and ring up all charges within your POS.

- 1.) Customer will arrive with items to be packed and shipped.
- 2.) Access POS work order for Olympus (Corporate Accounts>Work Order>"M-R">Olympus America >Camera Returns)
- 3.) Enter the appropriate information into the POS work order and press POST to complete transaction. This is a customer-paid transaction; please collect any money from the customer.