



Your Vision, Our Future

OLYMPUS IMAGING AMERICA SERVICE CENTERS

To have your Olympus 35mm film camera, digital camera, digital audio and microcassette tape recorders and binoculars serviced, please send your unit to one of the two service centers listed below.

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 also be lost during the repair process and Olympus will not be responsible for any such occurrence.

- For warranty repairs -no charge to you for the repair -please include a copies of the date stamped sales receipt and the warranty card.
- For a billable repair (no longer covered by warranty) a free no-obligation cost of repair quote will be sent to you.

When sending the unit in please:

1. Fill out the Product Repair Submission (see our website for the form).
2. Be sure to include it with the product (you may want to make a copy and keep one for your records).
3. Please remove media cards, batteries* or audio tapes. Do not include any accessories such as cords, carrying cases, etc.

You may include sample prints, digital files or audiotapes or if they help demonstrate the problem.

* Olympus brand batteries and chargers may be included if the unit is experiencing power issues.

5. Use a cardboard box designed for shipping, with ample packaging such as bubble wrap.

Do not send products in padded envelopes.

6. We recommend shipping the product insured, to protect against the loss or any damage caused to it while in transit to us.

Mail your unit to:

UNITES STATES CUSTOMERS

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

CANADIAN CUSTOMERS

Trinitek Electronics Inc
3105 Unity Drive, Unit 20,
Mississauga, Ontario L5L 4L3
Attn: Consumer Product Repair

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: cpgwebmail@olympus.com

Sincerely,

Customer Care & Support
Olympus Imaging America Inc.