



Notice of Termination of Worldwide Warranty for Olympus Digital Cameras and Accessories

Since April 1, 2004, all digital cameras and accessories sold by Olympus Imaging Corporation have been covered by a comprehensive worldwide warranty, except for some countries or regions. These warranties provide global support, should a consumer need an unexpected repair, due to manufacturer's defect, anywhere in the world.

Due to the differences in the laws and regulations, and in the infrastructure of the countries where our affiliated companies and repair facilities are located, in addition to providing better product support to our customers, worldwide warranties will be replaced with a region-specific warranty that will cover Olympus products.

Beginning September, 2014, we will begin removing the worldwide warranty and replacing them with our regional warranty that will cover the warranty of products purchased and sold in North America, Central America, South America and the Caribbean (the "Americas").

Please note that this change will only affect 1) those consumers who have purchased Olympus products outside the Americas (or Olympus products intended for another region outside the Americas) and are seeking warranty repairs in the Americas; and 2) those customers who have purchased Olympus products within the Americas (or products intended to be sold within the Americas) seeking warranty covered repairs outside the Americas. If neither 1) nor 2) above apply, the product will receive the same coverage as the previous warranty.

Warranties will now be clearly marked for their respective region. For example, the warranty for products manufactured for, and sold in, the Americas is titled "Olympus Americas Limited Warranty – Olympus Imaging America Inc." If you purchased a product that includes a "Worldwide Limited Warranty" or currently have a product covered under the Worldwide Warranty, the Worldwide Warranty will continue to be honored according to the terms of such warranty.

We appreciate your continued support of Olympus and its products, and look forward to providing you with quality products and services to Capture Your Stories.

For additional questions, please contact our Customer Care Department at (800) 622-6372.

OLYMPUS AMERICA INC. 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 however we cannot assure coverage. Please be aware of a change in our Worldwide Warranty policy linked [here](#).

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).

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

Canada:

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

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

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

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.

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

Full Name: _____

Address for delivery: _____

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:

Accessories included with the product:

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.

Réparation Olympus Canada

Merci de nous avoir contactés pour votre produit Olympus.

Si vous visitez ou vivez actuellement au Canada et si vous avez un produit Olympus qui a besoin d'être réparé (appareil photo numérique, enregistreur vocal numérique aussi bien que des jumelles), veuillez s'il vous plaît le faire parvenir à l'adresse suivante:

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

Éléments à inclure lors de l'envoi de votre produit:

1. Nom et adresse de retour
2. Numéro de téléphone
3. Explication des symptômes constatés
4. Si la réparation est sous garantie, une copie de la facture et une copie de la carte de garantie

Veuillez emballer votre produit avec soin pour le protéger durant le transport. Nous vous recommandons aussi d'utiliser un service avec numéro de suivi (par exemple Purolator, FedEx ou Poste Canada Priorité) et d'assurer le produit auprès du transporteur.

Les réparations sous garantie sont normalement renvoyées 7-10 jours ouvrables après la date de réception.

Pour les produits hors garantie, nous évaluerons d'abord l'appareil et vous enverrons une estimation du coût de la réparation. Aucun travail de réparation ne sera fait sans votre autorisation et paiement.

Si vous souhaitez contacter un agent, veuillez s'il vous plaît appeler au numéro suivant 1-888-553-4448 option 1 pour français, du Lundi au Vendredi de 9:00AM à 7:00PM heure de l'Est. Ou vous pouvez nous envoyer un e-mail à :cpgwebmail@olympus.com

Nom complet: _____

Adresse pour envoi: _____

Ville: _____ Province: _____ Postal Code: _____

Téléphone (Jour): _____

E-Mail: _____

Nom du modèle: _____ Numéro de série _____

*Le numéro de série d'un enregistreur est sous les piles.

Raisons pour l'envoi et symptômes:

Accessoires inclus avec le produit:

Garantie : Veuillez s'il vous plaît inclure une copie de la facture et une copie de la carte de garantie
Oui _____ Non _____ (Un e-mail avec une estimation du coût de la réparation vous sera envoyé dans
les plus brefs délais).

PRÉ AUTORISATION: Une pré-autorisation du paiement de la réparation permettra d'accélérer le processus. Dans le cas contraire, nous vous ferons parvenir une lettre de réparation avec le coût total une fois que l'appareil a été reçu et évalué.

Aucun travail ne sera fait sans votre paiement et autorisation.

(1) Coût de la réparation pré-approuvé: \$ _____
(2) Taux d'impôt local : _____ %
Coût total de la réparation (lignes 1+2): \$ _____

Les chèques doivent être libellés à l'ordre d'Olympus Imaging America Inc.
Chèque bancaire joint _____.

Carte de crédit: Visa _____ MasterCard _____
Numéro de carte de crédit: _____ Date d'expiration: _____

J'autorise Olympus à débiter ma carte de crédit pour le coût total de la réparation.

Signature : _____ Date: _____

REMARQUE: Les produits dans notre possession sans retour de votre part après 90 jours seront considérés comme abandonnés. Après 90 jours, nous réservons le droit de jeter tout objet abandonné sans aucune compensation dans les limites fixées par la loi. Les produits sans identification ou numéro de contact seront considérés comme non-réclamés. Nous garderons les produits non-réclamés durant 90 jours et après 90 jours, nous réservons le droit de jeter tout objet non réclamé sans aucune compensation dans les limites fixées par la loi.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.