



TWO CORPORATE CENTER DRIVE  
MELVILLE, NY 11747-3157  
DIGITAL TECHNICAL SUPPORT  
CONSUMER PRODUCTS GROUP  
(888) 553-4448  
<http://support.olympusamerica.com>

## **DOCUMENT NUMBER 60**

### **DIGITAL PRODUCT REPAIR PROCEDURES – USA**

The Olympus America website contains extensive information on how to have an Olympus product serviced. To review service and repair information, visit us at [www.olympus.com/repairstatus](http://www.olympus.com/repairstatus). If you would like to speak to us regarding repair service, please call Olympus Customer Service at (800) 622-6372 from 8:30am to 7:00pm Eastern Time.

To have your Olympus digital product serviced, please include the following with your equipment:

1. Your return address and telephone number.
2. A copy of your bill of sale and a copy of your warranty card (or extended warranty card) if you have a warranty repair.
3. A detailed description of the problem.
4. Sample digital prints or files on disk (if available) relating to the problem.
5. Any components of the digital product package related to the problem (such as cables, SmartMedia, etc...). If the digital product is experiencing problems working with a computer, please include the serial or USB cable. If an item is not related to the problem (such as a carrying case, batteries, software, etc.), please do not send it.

Please write down and keep your model number and serial number for your reference. Package your equipment carefully. For the repair of your Olympus product in the United States, you can either ship or bring it to one of the following Olympus Service Centers:

Olympus America Inc.  
400 Rabro Drive  
Hauppauge, NY 11788-4258  
Attn: Digital Product Repair  
(800) 622-6372  
Fax: (631) 881-6510  
9:00 a.m. to 5:00 p.m. Eastern Time

OR



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Olympus America Inc.  
10805 Holder Street Suite 170  
Cypress, CA 90630-5145  
Attn: Digital Product Repair  
(714) 503-5700  
Fax: (714) 229-1652  
8:30 a.m. to 4:00 p.m. Pacific Time

We recommend that you have your package insured by the carrier when you ship it. We also recommend that you use a shipping carrier that provides package tracking such as UPS or FedEx. This will ensure that your package will arrive at its destination.

While the product is at Olympus, you can check on the status by visiting our website at [www.olympus.com/repairstatus](http://www.olympus.com/repairstatus). Please note that it will take 2-3 days after we receive your package until information is available on the website.

If the product is out of warranty, you will receive a Service Charge Estimate by mail outlining the cost of the repair. If you agree to the repair, you would authorize the agreement and return the paperwork with a form of payment. Additionally, you can provide instant authorization and payment for a repair by using a credit card and visiting our website at [www.olympus.com/repairstatus](http://www.olympus.com/repairstatus). If you decide to not have the product repaired, Olympus will return the product to you at no charge.

The typical repair is completed within 12 business days of the receipt of a warranty product or approval of the repair estimate.