



Procedures for submitting Warranty and Non-warranty Repair Requests

SUBJECT: Warranty and Non-warranty Repair Requests

PURPOSE: Provide the process for submitting warranty and non-warranty repair requests to the Olympus Repair Facilities.

ITEMS NEEDED FOR UNDER WARRENTY REPAIR:

- **Date Copy Stamped – Sales Receipt**
- **Copy of Repair Confirmation or Email**

INSTRUCTIONS: Below are the instructions on how to submit a request for repair online using the Olympus Service and Repair site: https://www.olympusedesk.com/cpgrepairs/cpg_rmaform.asp

Fill out all known contact information. If the Ship to address is the same as the Bill to, click the Select Ship To address Same as Bill To Box.

REPAIR YOUR PRODUCT

Olympus service and repair includes a complete inspection of all functions, repair and/or replacement of all parts necessary to ensure your product meets factory specifications.

Please fill out the form below and click "Submit" at the bottom of the page. The service order number provided at the end of the submission process will help us to locate your repair status on our website or by email/phone.

Do you have questions?
[Click here to email us.](#)

Call us:
(800) 632-6372
Monday - Friday
9:00am - 9:00pm Eastern Time

Bill To

* First Name
M.I.
* Last Name
* Address line1
* Address line2
* City
* Country
[Select Country] v
* State/Province
[choose a state] v
* Zip Code/Postal Code

Ship To (If Different)

* First Name
M.I.
* Last Name
* Address line1
* Address line2
* City
* Country
[Select Country] v
* State/Province
[choose a state] v
* Zip Code/Postal Code

Select Ship To address Same As Bill To

Contact Information

* Phone Number (XXXXXXXXXX)
* Email
* Confirm Email

Item Being Returned for Repair

* Item Type [choose a Item Type] v
* Series Type [choose a Series Type] v
* Model (Name) [choose a Model] v
* Configuration [choose a Configuration] v
* Serial Number
(For UW Housings choose ASB Item Type) (For ProAudio choose COMPONENTS Item Type)

* Reason for submission or symptoms (limit 250 characters)

* Accessories included with the product (limit 250 characters)

* Warranty Status - Is your item **IN Warranty** or **OUT of Warranty**?- Please select the appropriate status
[Select Warranty Status] v *Be sure to include the required, date stamped copy of the Sales Receipt.
(must fill-in all fields for Out of Warranty selection)

Note: Actual repair cost may change after the product is inspected. Conditions that could void the warranty can be, but are not limited to: Impact damage, sand damage, liquid damage and tampering. All repair work is covered by a six (6) month repair warranty. Should you need services not listed here, please contact us.

1. Item Being Return for Repair Select the Item Type (AUDIO).

Home >> Consumer >> Service & Repair

SUPPORT
CLICK HERE



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Call us:
(800) 622-6372
Monday - Friday
9:00am - 9:00pm Eastern Time

Bill To		Ship To (If Different)	
* First Name	Pro	* First Name	Pro
M.I.		M.I.	
* Last Name	Audio	* Last Name	Audio
* Address line1	123 Audio Ln	* Address line1	123 Audio Ln
* Address line2		* Address line2	
* City	Beltsville	* City	Beltsville
* Country	United States	* Country	United States
* State/Province	MD-Maryland	* State/Province	MD-Maryland
* Zip Code/Postal Code	20704	* Zip Code/Postal Code	20704
<input checked="" type="checkbox"/> Select ShipTo address Same As BillTo			

Contact Information		Item Being Returned for Repair	
* Phone Number (XXXXXXXXXX)	1234567890	* Item Type	[choose a Item Type]
* Email	youremail@address.com	* Series Type	[choose a Item Type]
* Confirm Email	youremail@address.com	* Model (Name)	ASR
		* Configuration	AUDIO
		* Serial Number	COMPONENTS
		(For UW Housings choose ASR Item Type)	DIGITAL LS CAMERA
			DIGITAL SLR
			choose COMPONENTS

2. Series Type: Select the category of the device.(PROAUDIO)

Home >> Consumer >> Service & Repair

SUPPORT
CLICK HERE

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[Click here to email us.](#)

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(800) 622-6372
Monday - Friday
9:00am - 9:00pm Eastern Time

<p>Bill To</p> <p>* First Name: Pro</p> <p>M.I.</p> <p>* Last Name: Audio</p> <p>* Address line1: 123 Audio Ln</p> <p>* Address line2:</p> <p>* City: Beltsville</p> <p>* Country: United States</p> <p>* State/Province: MD-Maryland</p> <p>* Zip Code/Postal Code: 20704</p> <p><input checked="" type="checkbox"/> Select ShipTo address Same As BillTo</p>		<p>Ship To (If Different)</p> <p>* First Name: Pro</p> <p>M.I.</p> <p>* Last Name: Audio</p> <p>* Address line1: 123 Audio Ln</p> <p>* Address line2:</p> <p>* City: Beltsville</p> <p>* Country: United States</p> <p>* State/Province: MD-Maryland</p> <p>* Zip Code/Postal Code: 20704</p>	
<p>Contact Information</p> <p>* Phone Number (XXXXXXXXXX): 1234567890</p> <p>* Email: youremail@address.com</p> <p>* Confirm Email: youremail@address.com</p>		<p>Item Being Returned for Repair</p> <p>* Item Type: AUDIO</p> <p>* Series Type: [choose a Series Type]</p> <p>* Model (Name): [choose a Series Type]</p> <p>* Configuration: PRO AUDIO</p> <p>* Serial Number:</p> <p>(For UW Housings choose ASB Item Type) (For ProAudio choose COMPONENTS Item Type)</p>	

* Reason for submission or symptoms (limit 250 characters)

3. Model (Name): Select the Model of the device being return for repair.

Please fill out the form below and click "Submit" at the bottom of the page. The service order number provided at the end of the submission process will help us to locate your repair status on our website or by email/phone.

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<p>Bill To</p> <p>* First Name: Pro</p> <p>M.I.</p> <p>* Last Name: Audio</p> <p>* Address line1: 123 Audio Ln</p> <p>* Address line2:</p> <p>* City: Beltsville</p> <p>* Country: United States</p> <p>* State/Province: MD-Maryland</p> <p>* Zip Code/Postal Code: 20704</p> <p><input checked="" type="checkbox"/> Select ShipTo address Same As BillTo</p>		<p>Ship To (If Different)</p> <p>* First Name: Pro</p> <p>M.I.</p> <p>* Last Name: Audio</p> <p>* Address line1: 123 Audio Ln</p> <p>* Address line2:</p> <p>* City: Beltsville</p> <p>* Country: United States</p> <p>* State/Province: MD-Maryland</p> <p>* Zip Code/Postal Code: 20704</p>	
<p>Contact Information</p> <p>* Phone Number (XXXXXXXXXX): 1234567890</p> <p>* Email: youremail@address.com</p> <p>* Confirm Email: youremail@address.com</p>		<p>Item Being Returned for Repair</p> <p>* Item Type: AUDIO</p> <p>* Series Type: PRO AUDIO</p> <p>* Model (Name): [choose a Model]</p> <p>* Configuration:</p> <p>* Serial Number:</p> <p>(For UW Housings choose ASB Item Type)</p> <p>DR-1200 USB MICROPHONE DR-2200 USB MICROPHONE DR-2300 USB MICROPHONE DS-2500 DIGITAL RECORDER DS-2600 DIGITAL RECORDER DS-3500 DIGITAL RECORDER DS-5000 DIGITAL VOICE RECORDER DS-5500 RECORDER DS-7000 DIGITAL RECORDER DS-9000 RECORDER DS-9500 RECORDER</p>	

* Reason for submission or symptoms (limit 250 characters)

* Accessories included with the product (limit 250 characters)

* Warranty Status - Is your item IN Warranty or OUT of Warranty? - Please select
[Select Warranty Status] *Be sure to include the required, date stamped copy of the Sale Receipt (must fill-in All fields for Out of Warranty selection)

Note: Actual repair cost may change after the product is inspected. Conditions that could void the warranty are: fire, flood, impact damage, sand damage, liquid damage and tampering. All repair work is covered by a six (6) month repair warranty. Should you need services not listed here, please contact us.

4. **Configuration:** Select the configuration that applies.

Please fill out the form below and click "Submit" at the bottom of the page. The service order number provided at the end of the submission process will help us to locate your repair status on our website or by email/phone.

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9:00am - 9:00pm Eastern Time

<p>Bill To</p> <p>* First Name: Pro M.I. * Last Name: Audio * Address line1: 123 Audio Ln * Address line2: * City: Beltsville * Country: United States * State/Province: MD-Maryland * Zip Code/Postal Code: 20704</p>	<p>Ship To (If Different)</p> <p>* First Name: Pro M.I. * Last Name: Audio * Address line1: 123 Audio Ln * Address line2: * City: Beltsville * Country: United States * State/Province: MD-Maryland * Zip Code/Postal Code: 20704</p> <p><input checked="" type="checkbox"/> Select ShipTo address Same As BillTo</p>
<p>Contact Information</p> <p>* Phone Number (XXXXXXXXXX): 1234567890 * Email: youremail@address.com * Confirm Email: youremail@address.com</p>	<p>Item Being Returned for Repair</p> <p>* Item Type: AUDIO * Series Type: PRO AUDIO * Model (Name): DS-9500 RECORDER * Configuration: [choose a Configuration] * Serial Number (For UW Housings choose Item Type): [choose a Configuration] DS-9500 RECORDER BLK W/ODMS SW DS-9500 RECORDER W/OUT ODMS SW</p>
<p>* Reason for submission or symptoms (limit 250 characters)</p>	
<p>* Accessories included with the product (limit 250 characters)</p>	
<p>* Warranty Status - Is your item IN Warranty or OUT of Warranty?- Please select the appropriate status [Select Warranty Status] *Be sure to include the required, date stamped copy of the Sales Receipt. (must fill-in all fields for Out of Warranty selection)</p>	

Note: Actual repair cost may change after the product is inspected. Conditions that could void the warranty can be, but are not limited to: Impact damage, sand damage, liquid damage and tampering. All repair work is covered by a six (6) month repair warranty. Should you need

5. **Serial Number:** Enter the serial number of the device being return for repair.

Please fill out the form below and click "Submit" at the bottom of the page. The service order number provided at the end of the submission process will help us to locate your repair status on our website or by email/phone.

Do you have questions?
[Click here to email us.](#)

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 Monday - Friday
 9:00am - 9:00pm Eastern Time

Bill To * First Name: Pro M.I.: * Last Name: Audio * Address line1: 123 Audio Ln * Address line2: * City: Beltsville * Country: United States * State/Province: MD-Maryland * Zip Code/Postal Code: 20704 <input checked="" type="checkbox"/> Select ShipTo address Same As BillTo		Ship To (If Different) * First Name: Pro M.I.: * Last Name: Audio * Address line1: 123 Audio Ln * Address line2: * City: Beltsville * Country: United States * State/Province: MD-Maryland * Zip Code/Postal Code: 20704	
Contact Information * Phone Number (XXXXXXXXXX): 1234567890 * Email: youremail@address.com * Confirm Email: youremail@address.com		Item Being Returned for Repair * Item Type: AUDIO * Series Type: PRO AUDIO * Model (Name): DS-9500 RECORDER * Configuration: DS-9500IT RECORDER W/OUT ODMS SW * Serial Number: R03A12345 <small>(For UW Housings choose ASB Item Type) (For ProAudio choose COMPONENTS Item Type)</small>	
* Reason for submission or symptoms (limit 250 characters)			
* Accessories included with the product (limit 250 characters)			
* Warranty Status - Is your item IN Warranty or OUT of Warranty? - Please select the appropriate status			

6. Enter the reason for return and the accessories that are being return with the device.

Please fill out the form below and click "Submit" at the bottom of the page. The service order number provided at the end of the submission process will help us to locate your repair status on our website or by email/phone.

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Bill To * First Name: Pro M.I.: * Last Name: Audio * Address line1: 123 Audio Ln * Address line2: * City: Beltsville * Country: United States * State/Province: MD-Maryland * Zip Code/Postal Code: 20704 <input checked="" type="checkbox"/> Select ShipTo address Same As BillTo		Ship To (If Different) * First Name: Pro M.I.: * Last Name: Audio * Address line1: 123 Audio Ln * Address line2: * City: Beltsville * Country: United States * State/Province: MD-Maryland * Zip Code/Postal Code: 20704	
Contact Information * Phone Number (XXXXXXXXXX): 1234567890 * Email: youremail@address.com * Confirm Email: youremail@address.com		Item Being Returned for Repair * Item Type: AUDIO * Series Type: PRO AUDIO * Model (Name): DS-9500 RECORDER * Configuration: DS-9500IT RECORDER W/OUT ODMS SW * Serial Number: R03A12345 <small>(For UW Housings choose ASB Item Type) (For ProAudio choose COMPONENTS Item Type)</small>	
* Reason for submission or symptoms (limit 250 characters) Recorder does not turn on even after replacing the battery.			
* Accessories included with the product (limit 250 characters) Li-92B Lithium Battery			
* Warranty Status - Is your item IN Warranty or OUT of Warranty? - Please select the appropriate status [Select Warranty Status] *Be sure to include the required, date stamped copy of the Sales Receipt. (must fill-in all fields for Out of Warranty selection)			

NOTE: Actual repair cost may change after the product is inspected. Conditions that could void the warranty can be, but are not limited to: Impact damage, sand damage, liquid damage and tampering. All repair work is covered by a six (6) month repair warranty. Should you need services not listed here, please contact us.

7. **Warranty Status:** Select Under Warranty for device being repair under warranty.

product meets factory specifications.

Please fill out the form below and click "Submit" at the bottom of the page. The service order number provided at the end of the submission process will help us to locate your repair status on our website or by email/phone.

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Call us:
 (800) 622-6372
 Monday - Friday
 9:00am - 5:00pm Eastern Time

Bill To		Ship To (If Different)	
* First Name	Pro	* First Name	Pro
M.I.		M.I.	
* Last Name	Audio	* Last Name	Audio
* Address line1	123 Audio Ln	* Address line1	123 Audio Ln
* Address line2		* Address line2	
* City	Beltsville	* City	Beltsville
* Country	United States	* Country	United States
* State/Province	MD-Maryland	* State/Province	MD-Maryland
* Zip Code/Postal Code	20704	* Zip Code/Postal Code	20704
<input checked="" type="checkbox"/> Select ShipTo address Same As BillTo			

Contact Information	Item Being Returned for Repair
* Phone Number (XXXXXXXXXX)	* Item Type
1234567890	AUDIO
* Email	* Series Type
youremail@address.com	PRO AUDIO
* Confirm Email	* Model (Name)
youremail@address.com	DS-9500 RECORDER
	* Configuration
	DS-9500IT RECORDER W/OUT ODMs SW
	* Serial Number
	R03A12345
	(For UW Housings choose ASB Item Type) (For ProAudio choose COMPONENTs Item Type)

* Reason for submission or symptoms (limit 250 characters)
 Recorder does not turn on even after replacing the battery.

* Accessories included with the product (limit 250 characters)
 Li-92B Lithium Battery

* **Warranty Status - Is your item IN Warranty or OUT of Warranty?- Please select the appropriate status**

Select Warranty Status ▾
 Select Warranty Status
 Under Warranty
 Extended warranty
 Out Of Warranty

*Be sure to include the required, date stamped copy of the Sales Receipt.
 (must fill-in all fields for Out of Warranty selection)

Note: Actual repair cost may change after the product is inspected. Conditions that could void the warranty can be, but are not limited to: Impact damage, sand damage, liquid damage and tampering. All repair work is covered by a six (6) month repair warranty. Should you need services not listed here, please contact us.

Submit

8. Once you verified the information on the form, click the Submit button to submit the under warranty request.

* **Warranty Status - Is your item IN Warranty or OUT of Warranty?- Please select the appropriate status**

Under Warranty ▾ *Be sure to include the required, date stamped copy of the Sales Receipt.
 (must fill-in all fields for Out of Warranty selection)

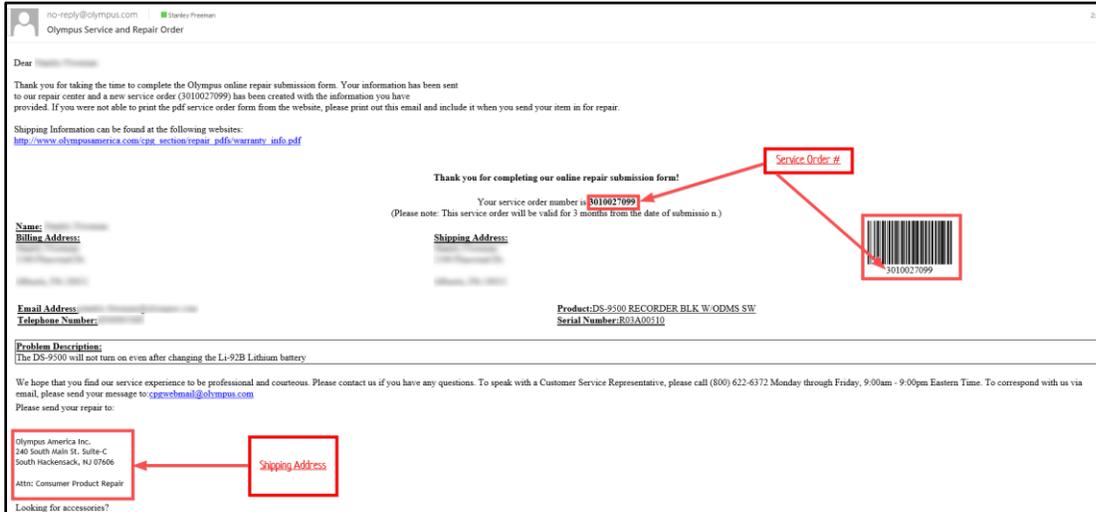
Note: Actual repair cost may change after the product is inspected. Conditions that could void the warranty can be, but are not limited to: Impact damage, sand damage, liquid damage and tampering. All repair work is covered by a six (6) month repair warranty. Should you need services not listed here, please contact us.

Submit

Once you submit the request, you will automatically go to a page showing the shipping information. This page will display your contact information, **Service Order (SO)** number, and the address to ship the device. **You will need to print this page or a copy of the verification email to include in the shipping container. Also, you will need to include a copy of the Proof of Purchase for the Warranty repair.**

The screenshot shows the Olympus website's 'REPAIR YOUR PRODUCT' page. At the top, there is a 'Print' button and a note: '(PLEASE PRINT THIS PAGE AND ENCLOSE IT WITH THE REPAIR PRODUCT)'. The Olympus logo is prominently displayed. Below the logo, a message reads: 'Thank you for completing our online repair submission form. Your service order number is: 3010027099. (Please note: This service order will be valid for 3 months from the date of submission.)'. A red box labeled 'Service Order #' points to the number 3010027099. The page lists personal information: Name, Billing Address (Alburtis, PA 18011), Shipping Address, Email Address, and Telephone Number. Product details include: Product - SKU: DS-9500 RECORDER BLK W/ODMS SW - V741010BU000 and Serial Number: R03A00510. A 'Problem Description' box contains the text: 'The DS-9500 will not turn on even after changing the Li-92B Lithium battery'. A note follows: '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, 9:00am - 9:00pm Eastern Time. To correspond with us via email, please send your message to: cpowebmail@olympus.com'. Below this, it says 'Please send your repair to:' followed by the shipping address: 'Olympus America Inc., 240 South Main St. Suite-C South Hackensack, NJ 07606'. A red box labeled 'Shipping Address' points to this address. The attention line reads 'Attn: Consumer Product Repair'. There is a section for accessories: 'Looking for accessories? Our on-line "Olympus Store" has a wide selection of digital cameras, audio recorders and binoculars, as well as their accessories, available for direct purchase. To review all these items and place an order on our secure websites, please visit us at: UNITED STATES CUSTOMERS: <http://www.getolympus.com/us/en/>'. A warning box states: 'PLEASE DO NOT SHIP/TRANSPORT LITHIUM-ION AND/OR LITHIUM-METAL BATTERIES WHEN SENDING YOUR REPAIR TO OLYMPUS.'. At the bottom, there is another 'Print' button and a red box labeled 'Print Form to include with shipment' pointing to it.

You will also receive a **verification email** with the same information.



Below are the instructions on how to submit a request for a Non-warranty repair online using the Olympus Service and Repair site: https://www.olympusedesk.com/cpgrepairs/cpg_rmaform.asp

1. Follow steps 1-6 as stated above.
2. **Select Warranty Status:** (Out of Warranty)

The screenshot shows the 'Warranty Status' selection dropdown menu. The 'Out Of Warranty' option is highlighted with a red box.

3. **Select the Repair Type:** For regular repairs choose Normal-Non Functional

The screenshot shows the 'Repair Information' section of the repair form. The 'Normal- Non Functional' option is highlighted in the 'Select Repair Type' dropdown menu.

4. The cost of repair will automatically populate. **This price on this screen does not include tax and shipping. You should figure in tax and shipping when calculating the total cost.**

*** Warranty Status - Is your item IN Warranty or OUT of Warranty?- Please select the appropriate status**
Out Of Warranty ▼ *Be sure to include the required, date stamped copy of the Sales Receipt.
(must fill-in all fields for Out of Warranty selection)

Note: Actual repair cost may change after the product is inspected. Conditions that could void the warranty can be, but are not limited to: Impact damage, sand damage, liquid damage and tampering. All repair work is covered by a six (6) month repair warranty. Should you need services not listed here, please contact us.

Repair Information
* Repair Type Normal- Non Functional ▼
* Amount to authorize \$107.22 shipping & Tax will be calculated in next page.

Amount automatically populates after selecting Repair type

5. Out of Warranty repairs will require the use of a credit card. After filling out this information and verifying everything is correct on the repair form, click on the Submit Button.

Credit Card Information:
* Credit card American Express ▼
* Card Number 1234567890510000
* Expiration date 10 ▼ 2026 ▼
* Card CVV Number 1234

Submit

6. Once you click the Submit Button, you will be ask to verify the information again. You will then click Place order Button.

Please confirm above details and submit your request by clicking the button.

Place Order

(Click Only Once)

Once you submit the request, you will automatically go to a page showing the shipping information. This page will display your contact information, **Service Order (SO)** number and the address to ship the

device. You will need to print this page to include in the shipping box.

REPAIR YOUR PRODUCT

(PLEASE PRINT THIS PAGE AND ENCLOSE IT WITH THE REPAIR PRODUCT)

OLYMPUS®

Thank you for completing our online repair submission form!

Your service order number is: **3010027099**
(Please note: This service order will be valid for 3 months from the date of submission.)

Name: [Redacted] **Shipping Address:** [Redacted] 3010027099

Billing Address: [Redacted] **Email Address:** [Redacted] **Telephone Number:** [Redacted]

Product - SKU: DS-9500 RECORDER BLK W/ODMS SW - V741010BU000
Serial Number: R03A00510

Problem Description:
The DS-9500 will not turn on even after changing the Li-92B Lithium battery

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, 9:00am - 9:00pm Eastern Time. To correspond with us via email, please send your message to: cpqwebmail@olympus.com

Please send your repair to:

Olympus America Inc.
240 South Main St. Suite-C
South Hackensack, NJ 07606

Attn: Consumer Product Repair

Looking for accessories?
Our on-line "Olympus Store" has a wide selection of digital cameras, audio recorders and binoculars, as well as their accessories, available for direct purchase. To review all these items and place an order on our secure websites, please visit us at:
UNITED STATES CUSTOMERS: <http://www.getolympus.com/us/en/>

PLEASE DO NOT SHIP/TRANSPORT LITHIUM-ION AND/OR LITHIUM-METAL BATTERIES WHEN SENDING YOUR REPAIR TO OLYMPUS.

(PLEASE PRINT THIS PAGE AND ENCLOSE IT WITH THE REPAIR PRODUCT)

Print

You will also receive a verification email with the same information.

to-reply@olympus.com

Olympus Service and Repair Order

Dear [Redacted],

Thank you for taking the time to complete the Olympus online repair submission form. Your information has been sent to our repair center and a new service order (3010027099) has been created with the information you have provided. If you were not able to print the pdf service order form from the website, please print out this email and include it when you send your item in for repair.

Shipping Information can be found at the following websites:
http://www.olympusamerica.com/cpq_section/repair_pdf/warranty_info.pdf

Thank you for completing our online repair submission form!

Your service order number is: **3010027099**
(Please note: This service order will be valid for 3 months from the date of submission.)

Name: [Redacted] **Shipping Address:** [Redacted] 3010027099

Billing Address: [Redacted] **Email Address:** [Redacted] **Telephone Number:** [Redacted]

Product - SKU: DS-9500 RECORDER BLK W/ODMS SW
Serial Number: R03A00510

Problem Description:
The DS-9500 will not turn on even after changing the Li-92B Lithium battery

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, 9:00am - 9:00pm Eastern Time. To correspond with us via email, please send your message to: cpqwebmail@olympus.com

Please send your repair to:

Olympus America Inc.
240 South Main St. Suite-C
South Hackensack, NJ 07606

Attn: Consumer Product Repair

Looking for accessories?

If you have questions or would like to know the status of your repair, please contact Customer Support at (800) 622-6372. Their office hours are Monday through Friday from 9:00am to 9:00pm Eastern Time.