



Important Announcement for Olympus Stylus® TG-850 Owners in the United States, Canada and the Caribbean

July 30, 2014



Overview

Olympus makes every effort to ensure that our products are of the highest quality, and are safe for consumers. When a product concern arises, we investigate the details with the intent of communicating relevant findings and implementing an appropriate resolution as quickly as possible.

Olympus has discovered that a small number of Stylus TG-850 cameras have experienced leakage of a small amount of water around the mode dial when the camera is used underwater. We have determined the cameras that may be susceptible to this issue fall within a certain serial number range. It is important to be aware that the affected products are still safe to use as there are no known risks, or reports, of injury or property damage.

As a result, Olympus is offering a free inspection and repair program for owners of the Stylus TG-850 with serial numbers located within the limited lots that have been affected.

OLYMPUS IMAGING AMERICA INC.

3500 CORPORATE PARKWAY, P.O. BOX 610, CENTER VALLEY, PA 18034-0610
TELEPHONE (484) 896-5000

OLYMPUS

Serial Numbers

The serial numbers of the cameras which might have the possibility of this occurrence are as follows:

<u>Product Affected</u>	<u>From Serial Number</u>	<u>To Serial Number</u>
TG-850(U)SLV	JPE201001	JPE208250
TG-850(U)BLK	JPL201001	JPL217990
TG-850(U)WHT	JPS201001	JPS201950

Consumers should examine the bottom of their camera to verify their camera's serial number to determine whether it is within the serial number range of the affected cameras.



Actions for End-User

If you own an Olympus Stylus TG-850, and your serial number falls within the range listed above, please follow the instructions below for obtaining a free inspection and repair.

How to Submit your Camera for Repair – US and Caribbean TG-850 Owners

1. Visit olympusamerica.com/repair
2. Choose 'SUBMIT YOUR USA REPAIR NOW'
3. Select 'Point and Shoot Cameras' from the 'category' drop-down menu
4. Select 'TOUGH TG-850' from the 'select model' drop-down menu
5. When the quote screen appears, scroll down towards the bottom of the form to 'Is this a warranty repair?' Choose 'yes'. This will change the quote/cost to ZERO.
6. Complete the Bill to/Ship to information, and insert the serial number in the appropriate field. Please do not ship the camera with additional accessories. For this repair, we do not need you to include your memory card, battery, etc. Just the camera body, itself. ***Olympus will not be responsible for the care, maintenance, or preservation of any memory card, accessories, or images contained in or accompanying the submission of a camera.***

OLYMPUS IMAGING AMERICA INC.

3500 CORPORATE PARKWAY, P.O. BOX 610, CENTER VALLEY, PA 18034-0610
TELEPHONE (484) 896-5000



7. In the 'Additional comments or concerns' field, please insert the following term: TG-850 Mode Dial Repair.
8. Submit the order. Please retain your web order number. Once you submit your repair, you will receive a confirmation in .pdf form. Please print the .pdf so that you can enclose a copy with your product. The web order repair number can be used for product tracking and to obtain your product repair status.

How to Submit your Camera for Repair – Canadian TG-850 Owners

1. Visit olympuscanada.com/repair
2. Click on the repair submission form and print it.
3. In the field 'Reason for sending in', please write the following term: "TG-850 Mode Dial Repair."
4. On the form, where it says "Is this a warranty repair?", enter "Yes". A copy of your bill of sale is not necessary for this repair.
5. Please do not ship the camera with additional accessories. For this repair, we do not need you to include your memory card, battery, etc. Just the camera body, itself. ***Olympus will not be responsible for the care, maintenance, or preservation of any memory card, accessories, or images contained in or accompanying the submission of a camera.***
6. Please enclose a copy of this completed form with your repair.
7. Retain your serial number so you may track your repair.

Reimbursement for Shipping for US, Caribbean, and Canada

1. Olympus will reimburse shipping costs only if:
 - a. the shipment is sent standard ground shipping (or international economy shipment for TG-850 owners located in the Caribbean); and
 - b. is shipped using a trackable method through such companies as UPS or Federal Express.
2. To obtain reimbursement for shipping, fax a copy of your shipping receipt, including your name, address, the total cost, and web order repair number to (484) 896-7165; or email it as an attachment to customersupport@olympus.com (please put in subject line "TG-850 Shipping Reimbursement").
3. A check for reimbursement of the shipping costs will be issued within 14 business days from receipt and verification of the requested information referenced above.

Additional Questions

If you have additional questions, contact Olympus Customer Care at 1-800-622-6372 between 9:00 a.m. and 5:30 p.m. ET, Monday through Friday.

OLYMPUS IMAGING AMERICA INC.

3500 CORPORATE PARKWAY, P.O. BOX 610, CENTER VALLEY, PA 18034-0610
TELEPHONE (484) 896-5000