

Olympus America Inc. Return Form

The Olympus Store @ www.getolympus.com will accept returns of products purchased from the store within 30 days of the original ship date according to its Return Policy and the terms and conditions of this form.

Prior to returning your product, Olympus recommends:

- Calling technical support first at 1-888-553-4448 (Mon-Fri, 9am-9pm ET) if your product is not working.
- Or, visit <http://www.olympusamerica.com/support> for online support or to view our FAQ for assistance.

If you are ready to return your product please follow the following steps:

1. Review the terms and conditions below for returns related to "Build Your System" products, "Olympus Gear Shop" products, and Software & DVDs; as some items have special return procedures, criteria and return locations.
2. Repack item(s) in its original packing material and include all accessories and literature that came with the product.
3. Determine which return shipping label you need from the 2 options below and provide the requested information.
 - LABEL A for Cameras, Lenses, Audio, Accessories & Parts.
 - LABEL B for Olympus Gear Shop logo branded clothing & merchandise.
4. After filling-in the requested information for the respective label, make a copy of this form for yourself and enclose the form with your return.
5. Cut out the respective label and affix it to your package(s).
6. Ship your item via any carrier that permits you to track your package(s) and allows you to insure the package(s) against loss or damage in shipping. Retain your tracking number to show proof of delivery and allow approximately 25 business days to process a *credit from the date we receive it back. You can speed up the processing by emailing a copy of this completed form to orders@olympus.com, with subject line: Return Form. *Credit will be provided in form of a credit to the original purchasing credit card or check if Payment via PayPal.

"Build Your System" Returns: If a customer returns any lens purchased under the "Build Your System" lens promotion, Olympus shall refund customer the amount equal to the price of the lens minus the discount/rebate received by the customer under the promotion for such lens. If a customer returns a camera body purchased under the "Build Your System" lens promotion, Olympus shall refund customer the purchase price of the camera minus any discount/rebate received by customer for any lens purchased under the promotion. Should the discounts/rebates received exceed the purchase price of the camera, no refund shall be provided to customer. If customer returns all products purchased under the "Build Your System promotion", customer will receive a 100% refund of the purchase price customer paid for such products.

Olympus Gear Shop Returns: Olympus logo branded merchandise must not be worn, altered, or washed. Items must have all original labeling and tags attached and include the original poly bag and/or product packaging in which such product was shipped. Please note that select Olympus Gear Shop merchandise that is marked as "final sale", "no returns" and/or "non-refundable" is not eligible for any refund/credit.

Additional Terms, Conditions and Restrictions:

- Original and return shipping and handling fees are non-refundable.
- If returning "Label A" items AND "Label B" items, please make a photocopy of this form and include such copy within each package of returned merchandise your are shipping.
- Software & DVD's: Opened software and DVD's cannot be returned.
- All returns are subject to our Return Policy, which can be viewed at www.getolympus.com.

Original Item(s) ordered:

Item Number	QTY	Serial # (S/N on packing slip)

*Pick List # (on packing slip) _____
Phone # _____

Label A: Camera, Lens, Audio, Accessories & Parts

Pick List# _____

From: _____

To:
Tech Data Returns Warehouse
Olympus America Store
5104 Liberty Way
Ft. Worth, TX 76177

Label B: Olympus Branded Clothing & Gear Only

Pick List# _____

From: _____

To:
Olympus Gear Shop Returns
3500 Corporate Parkway
Center Valley, PA 18034