

Kodak Digital Camera/Digital Frame Repair Program

For repair or technical support for any reason:

- End-user should call the Kodak technical support line @ 800-262-9544 (French is 800-698-0916)
- The agent will walk through any questions or concerns.
- If repair is required the agent will inform the end-user where to send the camera, either Winnipeg or Montreal dependent on model.

Warranty:

- Dependent on model actual repair could take place or a replacement is given.
- End-user is responsible for shipping to the depot. Kodak will ship pre-paid back the end-user.
- Warranty repair will require proof of purchase.

Out of Warranty:

- Same process with the exception of the repair vendor contacting the end-user with a repair quote.
- End-user is responsible for shipping to and from depot. Depot will invoice for return ship via DHL.

Call center agent will inform the end-user of any upgrade opportunities that can be purchased from Kodak Canada on-line store.#