



Nikon Curbside Repair Pick Up & Drop Off

We're committed to the health and safety of our customers and staff. To help limit the number of people in our building and support physical distancing we are now offering contactless Curbside Pick-Up & Drop-Off for repairs.

Here's How It Works:

DROP OFF



FILL OUT ONLINE REPAIR FORM

Complete the [Online Repair Form](#) and print two copies. You will be required to submit one copy with your item(s) being dropped off



PLACE ITEM(S) IN A BAG OR BOX

Place item(s) in a bag/box along with a copy of your repair form. Do not include batteries, memory cards, filters, lens cases or camera cases/bags. Place item(s) in the trunk of your vehicle.



HEAD TO NIKON OFFICE

Drive to our office and park in the designated area at the front of the building. Look for the Curbside Parking signage



CALL US AND WE'LL GET THE ITEMS FROM YOU

Call the phone number listed in the pick-up area. Let them know you're there for Curbside Drop-off. An associate will be out to remove your item(s) from your vehicle.

PICK-UP



WE WILL CONTACT YOU

You will be contacted via email or phone that your item(s) is ready for pick-up. If you haven't done so already, you will be asked to pay for your repair ahead of pick-up.



HEAD TO NIKON OFFICE

Drive to our office and park in the designated area at the front of the building. Look for the Curbside Parking signage.



CALL US AND WE'LL BRING IT OUT TO YOU

Have your order number and photo ID on-hand and call the phone number listed in the pick-up area. Let them know you're there for Curbside Pick-Up. An associate will bring the item(s) to your vehicle.

FAQ:

How will I know if my item(s) are ready or pick-up?	You will be contacted by phone or by email once your item is ready for pickup.
How soon will my order be ready for pick-up after I've received an email/phone call?	The order is ready for pickup as soon as you receive notice.
Where should I go to collect my item(s)?	1366 Aerowood Drive. Please park in one of the numbered and designated curbside pickup/dropoff parking spots.
What if I can't pick up my item(s) and need to send someone to pick-up on my behalf?	Please contact us to let us know so we may make the necessary notes, and inform the person picking up on your behalf of the service order number and to have ID ready.
What do I need to bring to pick-up my item(s)?	Please bring the receipt you received at dropoff, know your service order number, and be prepared to show a piece of government issued ID containing your portrait.
What if my item(s) are not functioning after I pick-up?	All our service and repairs are backed by a 90 day warranty. Please contact us at support.ca@nikon.com should you experience any issues.
What do I need to bring to drop-off my item(s)	Please fill out the online service and repair form, print two copies once completed and arrive with these documents and products to be serviced in a box/bog located in your trunk. One of our customer service representatives will collect the items while you wait in your vehicle.
How do I pay for my repair or parts purchase?	Payment will be processed over the phone prior to your arrival for pickup.