

Important Update:

Changes to Our Customer Service System for US Customers

From now on, you can reach out to us for customer service, technical support, upgrades, and assistance via the following channels:

☎ 845-316-0112 ✉ support@otzar.biz

🕒 9:00 am to 4:00 pm (Eastern Time)

Upgrade Ordering, Purchase and Installation in USA

1. Booking your upgrade:

Book your upgrade easily and at your convenience using our online upgrade application form, at: www.office.otzar.org/updateform. The payment must be made by credit-card.

2. Installing the Upgrade on Your Disk:

After the order and payment have been processed, you must bring your hard-drive to one of the drop-off locations that is most convenient for you. They will copy and setup the new version (it is also possible to exchange a corrupted disk, for customers with version 19.0 and above, according to the pricelist).

Preparing the disk for sending:

To upgrade to version 22.0 please send us your hard drive:

- ⊗ Without its external cardboard packaging
- ⊗ Without wires
- ⊗ Without personal data

Otzar Hachochma is not responsible for preserving any personal content that may be on the drive. Responsibility for backing up any content lies solely with the client.

If your purchase includes a new hard disk, contact us to format it (This step can spare you the hassle of shipping the disk to our distribution location). Once done, we'll prepare the new disk according to your order. (Please note that you'll need to arrange the delivery yourself, choosing the most convenient option for you).

Installation procedure:

Process Duration: **Up to 2 days.**

When your hard-drive is ready, we will update you via SMS / email.

Drop-off location in USA

For the purpose of copying, installation and upgrading, we have opened several distribution locations for hard-drives. (Shipping to them or back will be done independently by the customer):

Travkik

1270 47th Street, Boro Park, Brooklyn NY 11219

Brooklyn, NY

⊗ Please do not make contact by phone

🕒 Sun: 12:00am - 6:00pm | Mon-Thurs: 11:00am - 7:00pm | Fri: 11:00am - 1:00pm

Moshe Chaim Hefter

18 Flannery Ave, Lakewood, NJ 08701

Lakewood, NJ

⊗ Please do not make contact by phone 🕒 7:00pm - 10:00pm

Outside drop-off times, put your hard drive (in a labeled envelope) in the designated box at the house entrance.

These are the current details of our centers, but we're actively expanding and planning to introduce additional locations across the United States and internationally. Stay informed about these developments by visiting our website.