

Sony South Africa Warranty Information

i. Standard Product Warranty

Warranty Information for Standard Products.

Sony South Africa (Pty) Limited (“Sony”) aims to uphold the highest principles in respect of its products and customers. This warranty, therefore, covers your Right to Fair Value, Good Quality, and Safety when using goods sold by Sony.

Note: Purchases in South Africa may be regulated under The Consumer Protection Act (No.68 of 2008). The Warranty on products supplied by Sony does not limit any of the consumer rights granted by this Act. The Warranty period granted by Sony South Africa will run concurrently with any implied Warranty granted under law.

1. If you need assistance in operating this product, kindly contact your Dealer/Retailer
2. Please register your warranty online at www.sony.co.za or telephonically by contacting the Sony Call Centre on +27 (0)11 690 3555 to ensure validation of your warranty.
3. You should retain your proof of purchase in a safe place as it will assist in validating your purchase, in the event that you return the product for repairs or a refund where appropriate.
4. If you wish to return a product because you believe it is defective, please return it to the point of purchase and they will assist you further with warranty claims and/or product repairs.
5. Should the product be found to be out of warranty, a quotation on repairs will be supplied and repairs will be completed on confirmation of acceptance of these charges by you.
6. Serial numbers will be checked to ensure that the product was sold by Sony South Africa (Pty) Limited. Only products sold by Sony South Africa (Pty) Limited shall be covered by this warranty.
7. It is very important that you follow the instructions for the proper and safe use of the product. The warranty on products will not be valid if there is damage caused to the product which is not the result of any inherent fault or problem with the product itself.

IMPORTANT: The sort of conduct or source of damage to the product whilst in your possession which will not be covered by this warranty includes, but is not limited to: Lightning, extended exposure to moisture and humidity, liquid contamination, fire, acts of God, war, public disturbances, connection to incorrect voltage, normal wear and tear, accident, misuse or abuse (Including “screen burn” as specified in the instruction manual), failure to properly maintain, use of improper cleaning methods, infestation by insects or vermin, incorrect installation, incorrect operation, use for which it is not designed (e.g. commercial or industrial environment), use of faulty or leaking batteries, evidence of tampering or repair by a non-approved service centre, altered or removed serial number, prolonged and excessive periods of maximum volume and loudness leading to damage of speakers and/or speaker boxes.

Warranty Terms and Conditions

Sony South Africa (Pty) Limited (Sony) gives the following warranty for products sold by it in the Republic of South Africa, Namibia, Botswana and Swaziland.

- 1.** A Sony Authorised Service Centre will repair, at Sony's cost, defects in the materials or workmanship occurring at the time of manufacture. Details of Authorised Service Centres can be found here: <http://www.sony.co.za/section/servicecentres> or by contacting Sony Customer Information Centre on +27 11 690 3555.
- 2.** The reasonable decisions of Sony South Africa (Pty) Limited as to whether there was a defect in materials, or workmanship, at the time of manufacture and as to the repairs needed to repair the defects, shall be binding on you.
- 3.** In order to ensure the continued quality of the product you have purchased, the repair may only be undertaken by an approved Service Centre authorised by Sony South Africa (Pty) Limited (Authorised Service Centre).
- 4.** This warranty is subject to the proviso that you have had the opportunity to receive information or instructions on installing the product correctly, or operating and maintaining the product in accordance with the instructions contained in the instruction manual relating to the product. If the product is sold to you without an instruction manual, please obtain the applicable manual from your dealer or check the unit for an onboard manual (For example VAIO computers). If you require assistance, please contact Sony Customer Information Centre on +27 11 690 3555.
- 5.** This warranty will automatically terminate on expiry of the warranty period, and will terminate immediately if the product is repaired by any party other than an Authorised Service Centre authorised to repair that specific product.
- 6.** If you present the product for repairs after the expiry of the warranty period, you will be liable for the cost of repairs to the product. You will be provided with a quote for the cost of the repairs before any work on the product is undertaken by Sony or any authorized Service Centre.
- 7.** If your product is presented for repair, Sony and its agents will exercise due care in the handling, safeguarding and use of your product. You understand that when you hand over your hard drive or hardware in for repair, the product may have to be reconfigured and information stored on your hardware may be lost as a result. If you are concerned about losing crucial information, please save all your information on another hard drive before submitting your product for repair.
- 8.** The warranty does not cover any third-party software or hardware not contained in the Product as originally configured by the manufacturer.
- 9.** For product with built-in hard drives or with built-in memory: In the event that the product is exchanged or the contents of the hard drive being altered, deleted, modified or reformatted as a result of the maintenance or service, the product will be returned to you configured as originally purchased.

ii. Graded Product Warranty

The below information relates to refurbished, shop soiled and repackaged products only.

Warranty Information for Graded Products.

Note: B-Grade products are products that have been refurbished, repackaged and/or have minor packaging damage. These products are not new and have a limited warranty.

C-Grade products are products with cosmetic damage, and/or incomplete accessories and/or incomplete documentation. These products are not new and have a limited warranty.

To identify B and C-Grade products, please check the product packaging for a notification sticker. This will indicate the reason for the grading.

B-Grade and C-Grade products carry a warranty in relation to the reasonable durability of the product and to the compliance with relevant standards and regulations for a period of 6 (six) months from the date of purchase. This warranty does not extend to the quality, lack of defect or suitability for the intended use of the product.

Warranty Terms and Conditions

1. If you need assistance in operating this product, kindly contact your Dealer/Retailer
2. Please register your warranty online at www.sony.co.za or telephonically by contacting the Sony Call Centre on (011) 690-3555 to ensure validation of your warranty.
3. You should retain your proof of purchase in a safe place as it will assist in validating your purchase, in the event that you return the product for refund under the limited warranty terms.
4. If you wish to return a product because you believe it is defective, please return it to the original point of purchase and they will assist you further with refunding you the amount you paid to them.
5. Should the product be found to be out of warranty, a quotation on repairs will be supplied and repairs will be completed on confirmation of acceptance of these charges by you.
6. Serial numbers will be checked to ensure that the product was sold by Sony South Africa (Pty) Limited. Only products sold by Sony South Africa (Pty) Limited shall be covered by this warranty.
7. It is very important that you follow the instructions for the proper and safe use of the product. The warranty on products will not be valid if there is damage caused to the product which is not the result of any inherent fault or problem with the product itself. **NB:** If your graded product was not supplied with an instruction manual, one can be downloaded from <http://www.sony.co.za>.

The source of damage to the product whilst in your possession which will not be covered by this warranty includes:

Lightning, extended exposure to moisture and humidity, liquid contamination, fire, acts of God, war, public disturbances, connection to incorrect voltage, normal wear and tear, accident, misuse or abuse (Including "screen burn" as specified in the instruction manual), failure to properly maintain, use of improper cleaning methods, infestation by insects or vermin, incorrect installation, incorrect operation,

use for which it is not designed (e.g. commercial or industrial environment), use of faulty or leaking batteries, evidence of tampering or repair by a non-approved service centre, altered or removed serial number, prolonged and excessive periods of maximum volume and loudness leading to damage of speakers and/or speaker boxes.

Sony South Africa (Pty) Limited gives the following warranty for B-Grade and C-Grade products sold by it in the Republic of South Africa, Namibia, Botswana and Swaziland.

8. Should the product fail within 6 months of purchase, a refund of the purchase price will be given via the dealer or retailer that sold it to you. **NOTE:** The product will not be repaired or replaced under Warranty, this Limited Warranty will only cover refund of the original purchase price. Should you choose to have the product repaired, this falls outside of the warranty and will be at your cost.

9. This warranty will automatically terminate 6 months after date of purchase, and will terminate immediately if the product is repaired by any party other than an Authorised Service Centre entitled to repair that specific product.

10. If you present the product for repairs more than 6 months after purchase, you will be liable for the cost of repairs to the product. [You will be provided with a quote for the cost of the repairs before any work on the product is undertaken by Sony or any Authorized Service Centre.]

11. For product with built-in hard drives or internal memory: Please ensure that you back up any personal recordings or information when returning it for refund, as the product will not be returned to you.

