

Sony Semiconductor & Electronic Solutions

Display Products Warranty

Warranty statement:

“Sony United Kingdom & Ireland a division of Sony Europe Limited warrants that the Equipment (as defined below) will be free from defects in materials and workmanship for the period indicated in the Warranty Table. Sony will repair defects in materials and workmanship in accordance with these warranty terms.”

The Limited Warranty applies only to the Sony-branded hardware products referred to in the **Warranty Table**, sold by or leased from Sony United Kingdom & Ireland a division of Sony Europe Limited, its subsidiaries, affiliates, authorised resellers or distributors (“**Equipment**”).

Exclusive remedy: Subject to the conditions listed below, the Customer’s exclusive remedy and the sole obligation of Sony under the Limited Warranty is (at no extra charge) to correct, repair or replace the Equipment (or part of it) to prevent a reoccurrence of a particular defect during the Warranty Period.

Notification of warranty claim: If a Customer believes that Sony-sold Equipment is defective in materials or workmanship during the Warranty Period, the Customer should contact the Sony Hotline number during the applicable Warranty Period with an accurate description of the problem. Sony may require the Customer to provide proof of purchase (such as a bill of sale or receipted invoice) as evidence that the defective product is within the Warranty Period. If after investigation Sony determines that the Equipment is defective, it will be serviced, repaired or replaced according to the provisions of the Warranty.

Conditions:

The Limited Warranty does not cover the following:

- Cosmetic damages;
- Damage or loss to any software applications or programmes, data, or removable media; or
- Damage due to:

- (i) acts of God, accident or disaster, or any reason beyond Sony’s reasonable control; or
- (ii) Negligence or misuse, including (but not limited to) failure to use the Equipment for its normal purpose or in accordance with Sony’s instructions on its proper use and maintenance; or
- (iii) Improper operation or maintenance of the Equipment (including unauthorised alterations and/or modifications by anyone other than a Sony-authorized service agent); or
- (iv) Operation of the Equipment with non-compatible equipment, products, accessories or attachments, or outside the published environmental and electrical parameters.

The Customer’s failure to notify Sony of a fault with the Equipment during the Warranty Period, or the continued use of the Equipment after a fault has been detected, shall constitute an unqualified acceptance of such Equipment and a waiver by the Customer of all claims thereto.

The Warranty shall be invalid if the Equipment’s original identification (trademark(s), serial number(s), part number(s) etc.) has been altered, defaced or removed.

All Equipment (including parts and components of Equipment) replaced by Sony becomes the property of Sony to be kept or disposed of at Sony’s discretion. Customers shall not be compensated or otherwise credited in respect thereof.

The Warranty does not apply to Equipment sold “as is” or “with all faults”.

Warranty Service

Sony offers different levels of Warranty Service depending upon the category of Equipment purchased. The level's of Warranty Service for your Equipment to which you may be entitled is as set out in **the Warranty Table**.

The applicable Warranty Period for the Equipment is set out in **the Warranty Table**. The Warranty Period is a fixed period commencing on the date of first sale of the Equipment to an end-user.[2] No repair or replacement of any Equipment or part thereof shall extend the original Warranty Period, except that the Limited Warranty of the repaired or replaced Equipment or part thereof shall be in effect for a period of 90 days following the repair or for the remaining Warranty Period, whichever is greater.

[1] If you are uncertain as to which category of Equipment your product belongs, please call our Hotline for clarification. Sony's decision shall be final.

[2] This will generally be the date on your sales receipt.

Warranty Table

<u>Product</u>	<u>Warranty</u>
Sony Monitor SDM-E76D	36 Months from Date of End User Invoice – Rapid Replacement.
Sony Monitor SDM-E96D	36 Months from Date of End User Invoice – Rapid Replacement

Standard “Return-to-Base”

Under the standard “Return-to-Base” service, the Customer is responsible for returning defective Equipment to a Sony-approved warranty repair centre. Sony will service or repair the defective Equipment, before returning it, freight prepaid, to the Customer.

Exchange Swap – Rapid Replacement Warranty Program

To give you even greater piece of mind, Sony has put together a Rapid Replacement Warranty Program to cover you in the unlikely event of problems accourting with your Display within its warranty period. The Rapid Replacement Warranty Program has been designed to allow you to exchange a faulty unit for a ‘replacement unit’ as a faster alternative to the traditional repair process.

We offer our rapid replacement warranty in the following countries:

Austria, Belgium, Denmark, Finland, France, Germany, Great Britain, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, Czech Republic, Greece, Slovakia & Hungary.

In the unlikely event of a hardware fault occurring, please visit the support section of our website

www.Sony-Europe.com

What to do in the event of a warranty claim?

Step 1: Call the Sony Semiconductor & Electronic Solutions Pan European Hotline.

In the unlikely event of a hardware fault occurring please call our Hotline at 02073 65 7871 to log a warranty claim.

Step 2: Verify / Trouble Shooting

One of our trained agents will ask you for the following information: Serial Number, Model Name and Number plus Proof of Purchase to verify the unit is within its warranty period. They will then walk you through the problem with your unit to identify the issue & then verify that it is being caused by a hardware fault and that the limited warranty applies.

Step 3: Return / Swap Process (replacement Product).

Once it has been determined that there is a hardware fault covered by the Limited Warranty, the agent will arrange your collection & swap replacement.

Failure to notify the Hotline of non availability within 24 hrs of date & time of pick up will result in your warranty switching to a Return to Base Warranty and the customer being responsible for the additional costs of a second pick up.

General:

Packaging: Customers should return the Equipment in its original carton, or in similar packaging affording an equal degree of protection. Customers are responsible for ensuring that defective units are packaged appropriately for transportation.

If you require packaging please make that clear to the agent when calling the Hotline.

Please note the Replacement unit will be a refurbished, same or equivalent model.

Out-of-warranty: Under the Return-to-Base and the Rapid Replacement Warranty Program swaps for defective units containing damage outside the warranty terms and conditions will be referred to Customers before a replacement unit is issued.

General Conditions

The Limited Warranty does not affect your statutory rights.

Any breach by the Customer of the Limited Warranty or these conditions shall invalidate all future warranty claims.

Terms and conditions of the Limited Warranty and the Warranty Service are subject to change without notice.

EXCEPT FOR THE FOREGOING WARRANTIES, SONY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING (BUT NOT LIMITED TO) ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY AND/OR ANY WARRANTY WITH REGARD TO ANY CLAIM OF INFRINGEMENT THAT MAY BE PROVIDED IN SECTION 2-312(3) OF THE UNIFORM COMMERCIAL CODE AND/OR IN ANY OTHER COMPARABLE STATE STATUTE.

SONY HEREBY DISCLAIMS ANY REPRESENTATION THAT THE EQUIPMENT IS COMPATIBLE WITH ANY COMBINATION OF NON-SONY PRODUCTS THAT A CUSTOMER MAY CHOOSE TO CONNECT TO THE EQUIPMENT.

THE LIABILITY OF SONY, IF ANY, AND THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER, REGARDLESS OF THE LEGAL THEORY (AND WHETHER ARISING IN TORT OR CONTRACT) SHALL NOT BE GREATER THAN THE ACTUAL COST OF THE EQUIPMENT WITH RESPECT TO WHICH THE CLAIM IS MADE.

IN NO EVENT SHALL SONY BE LIABLE TO THE CUSTOMER FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING (BUT NOT LIMITED TO) COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS, LOSS OF GOODWILL OR FOR ANY REASON WHATSOEVER. IN ADDITION, SONY SHALL HAVE NO LIABILITY FOR THE LOSS OR REMOVAL OF ANY MEDIA OR ANY DATA.

NOTHING SHALL RELEASE SONY FROM LIABILITY IN RESPECT OF DEATH OR PERSONAL INJURY CAUSED BY SONY'S NEGLIGENCE.

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