

TERMS AND CONDITIONS

1. The promoter of Cashback on selected Sony Soundbars (the "Promotion") is Sony Europe B.V. based at The Heights, Brooklands, Weybridge, Surrey, KT13 OXW ("Sony"). Please do not send claim forms to this address as they will not be accepted. Please only use the website <https://www.sony.co.uk/cashback/wbwpromo> to enter your claims.
2. This promotion is a consumer campaign and is available only for the original consumers who bought the product from John Lewis PLC. Claims from companies, organisations and institutions and claims from resellers are excluded from this offer. You must be aged 18 or over to make a claim under the Promotion.
3. The Promotion only applies to the purchase of new products (i.e. not second hand, returned or refurbished products) which have been supplied and distributed by Sony within the UK and Republic of Ireland.
4. Please take time to review these terms and conditions carefully and ensure that you comply with their provisions to avoid disappointment.
5. If you have purchased any of the following products from John Lewis PLC between 15-November-2023 and 31-March-2024 (inclusive) together with one of these Sony soundbars models: HT-A9, HT-A7000, HT-A5000, HT-A3000 or HT-S2000 then you will be entitled to apply for the following Cashback amounts and the remainder of these Terms and Conditions shall apply.

	CASHBACK VALUE				
Model	HT-A9	HT-A7000	HT-A5000	HT-A3000	HT-S2000
SA-SW3 Subwoofer	£100	£100	£100	£100	£100
SA-SW5 Subwoofer	£150	£150	£150	£150	£150
SA-RS3S Rear Speakers		£100	£100	£100	£100
SA-RS5 Rear Speakers		£150	£150	£150	

SA-RS3S and SRS5 are not compatible with HT-A9

SA-RS5 is not compatible with HT-S2000

How to claim

- Please complete your claim online at the following URL: www.sony.co.uk/cashback/wbwpromo. You will need a My Sony account to submit a claim – if you do not already have a My Sony account, you will be required to create an account.
- To complete your claim, you will be required to include a photo of your Soundbar purchase and soundbar accessory receipt, showing the date of purchase, plus a photo of the serial number on your accessory.
- In case the proof of purchase mentions an order date that is different from the date that the proof of purchase was issued (invoice date), then the purchase date will be determined solely by reference to the order date. Please note that order confirmations never replace valid invoices. Online order confirmations and handwritten receipts will not be accepted. Fake, altered, or doctored invoices or receipts will be rejected, and the related claims treated as a fraudulent claim. Sony reserves the right to request additional information and/or supporting documents in order to verify the validity of claims.
- Claims may only be submitted after thirty-five (35) days from the date of your qualifying Sony Soundbar purchase. Claims submitted before the relevant date will be rejected. All claim forms must be received by midnight (CET) on 31st May 2024. No claims will be accepted after this date.

General Terms applicable to all Cashback applications

- A claim for Cashback cannot be made in respect of a product that is returned to the retailer for a refund. Sony may check serial numbers with retailers to monitor for product returns. Where cashback has already been paid in respect of a returned product Sony shall be entitled to recover the relevant amount from you.
- Each customer is limited to a maximum of two claims per customer.
- In the event of an incomplete claim, the participant will be informed via email, and he/she will be given a deadline of 14 (fourteen) calendar days in which to resolve any issues and to send the correct and valid document that meets these requirements.
- Please allow 28 days for receipt of your Cashback once all criteria have been fulfilled; where we are unable to meet this deadline then we will do so as quickly as possible thereafter.

- The Cashback will be provided in the form of a direct bank transfer provided correct bank details have been submitted and receipt is valid and readable. Claimants will have their Cashback paid in pounds sterling. If you provide bank account details in a country outside the country of purchase, you should check if your bank accepts payments in these currencies and you accept that the amount you receive may vary depending on the local currency and exchange rate at the date of payment. Sony accepts no liability in the event your bank does not accept payment in the relevant currency or for any related bank charges which may apply. Alternative cashback fulfilment is not possible. For a purchase made in the UK, payments will be made to UK bank accounts only.
- It is necessary to have access to the internet with sufficient broadband speed and download capability in order to complete the claim form. Sony will not be held liable for any technical, hardware, software, server, website or internet connection issues which prevent or otherwise obstruct you from participating in the Promotion.

Miscellaneous terms

- We reserve the right to withhold and / or refuse payment of the Cashback: (i) where we suspect that a claim under this Promotion is false or fraudulent or the claim does not comply with these terms, (ii) where a claim includes a serial number that has been used for a claim under a previous promotion or a previous claim under this promotion, or (iii) to an individual who has submitted a claim under a previous promotion which was fraudulent or otherwise in breach of terms of the terms of such promotion. Sony reserves the right to take legal action against any claimant who deliberately makes a fraudulent claim.
- We reserve the right to withdraw the Promotion at any time without notice. Sony reserves the right to substitute any of the offers for products or services of equivalent status and value as necessary.
- There is no credit, cash or product alternative to the payment of a Cashback.
- Should you have any queries in relation to your claim, please phone us on 0207 365 2810 (UK) or contact us via online website at www.sony.co.uk/cashback/soundbars/contact (UK)
- All instructions given within the claim form are part of these Terms and Conditions.
- By claiming your Cashback claimants will be deemed to have read and accepted these Terms and Conditions and Sony's privacy policy which is available at http://www.sony.co.uk/pages/privacy/privacy_statement_en_GB.html
- Personal information which you supply will be processed by Sony Europe B.V. and its third-party service provider for the purposes of administering this promotion. Sony may share information with retailers or other third parties, where necessary, in order to verify claims and prevent (or report) fraudulent claims.
- If you have any questions regarding our use of your personal information, please contact us via our online web form at <http://services.sony.co.uk/support/en/contacts/pim/email>
- This Promotion shall be governed by, and construed under, the laws of England and Wales (or the laws of Ireland for purchases from retailers in the Republic of Ireland), and the parties submit to the exclusive jurisdiction of the courts of England and Wales (or the Irish courts for purchases from retailers in the Republic of Ireland).