



BRAVIA TV Extended Warranty Terms and Conditions Warranty extension years 2, 3, 4 & 5

1.1 Definitions

The following words have the meanings given below:

'Product' means the Sony Bravia product(s) detailed in your Certificate (defined below) which was purchased at a participating store in the United Kingdom or online at www.sony.co.uk.

'Repair Service Plan' means the Service detailed in this document for the Product.

'Mishap' means a sudden and unforeseen physical act resulting in mechanical or electrical breakdown.

'We', 'Our' or 'Us' means Sony Europe Limited, a company registered in England and Wales with company number 02422874 and its address at The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom.

'You' means the person who has purchased a Product and holds this Repair Service Plan.

1.2 All cover periods quoted INCLUDE the manufacturer guarantee period.

1.3 The Repair Service Plan offer is available in participating stores and online at www.sony.co.uk only. If you purchase the Product at a participating store, the dealer will either: (i) complete the online Repair Service Plan registration form on your behalf with the Product details and your details, or (ii) provide you with a Repair Service Plan registration form that you will need to complete and send to Sony at the address set out in the registration form. If you purchase the Product online at www.sony.co.uk you must follow the on-screen instructions to complete and submit the Repair Service Plan registration form. Upon receipt of your completed Repair Service Plan registration form, you will be issued with a document setting out details of your Repair Service Plan (the "Certificate") either by email or post. **Completed Repair Service Plan registration forms must be received within 28 days of the date of purchase of the Product - no registration forms will be accepted after this time.** We cannot take responsibility for any Repair Service Plan registration forms that are lost or delayed in transit. We recommend that you keep a photocopy of your completed registration form, if appropriate.

2. What is provided

2.1 We will bear the cost of repairs to the Product, including parts and labour charges following mechanical or electrical breakdown from the date of purchase of the Product until (and including) the expiry date of this Repair Service Plan, namely five (5) years after the date of purchase by you. However, this Repair Service Plan will automatically be cancelled if you submit a claim knowing it to be false, fraudulent or a misrepresentation.

2.2 We will always, subject to the full terms, conditions and exclusions of your Repair Service Plan, repair the Product unless:

a) we cannot obtain the spare parts to repair it; or
b) we can replace it for less than the cost of the repair.

2.3 We will only replace the Product if we have agreed to do so before a repair is carried out. If the Product is replaced the unexpired portion of the Repair Service Plan will apply to the replacement Product provided you have notified Sony about the replacement using the contact details set out in Clause 10.

2.4 If we do not repair the Product we will replace it with equipment of the same or similar specification.

2.5 We will not be responsible for any costs that you may incur while disposing of your original Product.

2.6 For the avoidance of doubt, this Repair Service Plan will not automatically terminate on you making a claim, but will remain in place for the full period set out at Clause 2.1.

3. What is not provided

3.1 This Repair Service Plan does not cover:

- periodic maintenance and repair or parts replacement due to wear and tear;
- consumables (components that are expected to require periodic replacement during the lifetime of a product such as batteries, etc.);
- damage or defects caused by use, operation or treatment of the Product inconsistent with normal personal or domestic use; and
- damage or changes to the Product as a result of:
 - misuse, including: treatment resulting in physical, cosmetic or surface damage or changes to the Product or damage to liquid crystal displays; failure to install or use the Product for its normal purpose or in accordance with our instructions on installation or use; failure to maintain the Product in accordance with our instructions on proper maintenance; installation or use of the Product in a manner inconsistent with the technical or safety laws or

standards in the country where it is installed or used;
ii. virus infections or use of the Product with software not provided with the Product or incorrectly installed software;

iii. the condition of or defects in systems with which the Product is used or incorporated except other Sony products designed to be used with the Product;

iv. use of the Product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by us;

v. repair or attempted repair by persons who are not Sony or Authorised Service Network members ("ASN members");

vi. adjustments or adaptations without our prior written consent, including: upgrading the Product beyond specifications or features described in the instruction manual; or modifications to the Product to conform it to national or local technical or safety standards in countries other than those for which the Product was specifically designed and manufactured;

vii. neglect; and

viii. mishap, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts.

3.2 We reserve the right to refuse to repair and/or replace the Product if you do not have your original Certificate for the Product and your Repair Service Plan cannot be found in our online records.

4. Exclusions and limitations

Except as stated above, we make no warranties (express, implied, statutory or otherwise) regarding the Product quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or fully permitted by applicable law, we exclude or limit our warranties only to the maximum extent permitted by applicable law. Any warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Repair Service Plan.

Our only obligation under this Repair Service Plan is to repair or replace products subject to these terms and conditions. We are not liable for any loss or damage relating to products, service, this Repair Service Plan or otherwise, including - economic or intangible losses - the price paid for the Product - loss of profits, revenue, data, enjoyment or use of the Product or any associated products - indirect, incidental or consequential loss or damage. This applies whether that loss or damage relates to:

- impaired or non-operation of the Product or associated products through defects or unavailability while with us or an ASN member, which caused downtime, loss of user time or business interruption
- inaccuracy of output from the Product or associated products

- damage to or loss of software programs or removable data storage media, or
- virus infections and other causes.

This applies to loss and damages under any legal theory, including negligence and other torts, breach of contract, express or implied warranty, and strict liability (even where we or an ASN member has been advised of the possibility of such damages). Where applicable law prohibits or limits these liability exclusions, we exclude or limit our liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, willful misconduct, deceit and similar acts. Our liability under this Repair Service Plan in no case exceed the price paid for the Product, but if applicable law permits only higher liability limitations, the higher limitations apply.

5. Statutory rights & other providers

This Repair Service Plan is governed by English law. Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This Repair Service Plan does not affect statutory rights you may have, nor those rights that cannot be excluded or limited by law, nor rights against the person from whom you purchased the Product (including the right to claim for a refund, repair or replacement if your Product was not as described, not fit for purpose or not of satisfactory quality when sold to you). More information about your statutory rights may be found at www.consumerdirect.gov.uk or by contacting your local Citizens Advice Bureau or your local authority Trading Standards Department. You may assert any rights you have at your sole discretion. You should also be aware that extended warranties may be available from other providers, and that some household insurance policies may include cover for your Product.

6. Rights of third parties

This Repair Service Plan is for the benefit of you and anyone else we have agreed with your consent. No benefits will be given to anyone else.

7. Additional information

Your Repair Service Plan is provided and administered by Sony Europe Limited, a company registered in England and Wales with company number 02422874 and its address at The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom.

8. Data Service

8.1 Important Data Service Information: Your details will be held and used by us, and selected companies acting on our behalf to administer your Repair Service Plan. We may pass your data to any relevant regulator or dispute resolution provider. We may also use your data for training, testing purposes. We may disclose your information to our service providers and agents for these purposes. For further information, please contact our Data Service Officer at: Sony Europe Limited, The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom.

8.2 By ordering the Extended Warranty for your BRAVIA TV, you have accepted to be contacted by Sony via mail, email or phone for topics related to the Extended Warranty for BRAVIA TV.

You will not be contacted by Sony for any other marketing purposes unless you explicitly agree to it. In that case, please register to My Sony (<https://www.sony.co.uk/mysony>).

As a member you will be the first to find out about Sony's new and exciting products. Plus, receive the latest news, special product info and support, and much more.

8.3 To help keep your details accurate we may use information we receive from our partners. You can ask us for a copy of your details and to correct any inaccuracies. To improve our service we may monitor or record our communications with you.

9. Transferring your plan

You can transfer your Repair Service Plan to a new owner of the Product by notification to us details of the changes using the contact details given in clause 10. Your Repair Service Plan cannot be transferred to any other equipment.

10. How to make a claim or contact us:

If your product requires service attention please contact your supplying retailer who will be able to arrange or advise you how to get a repair carried out under the terms of the Repair Service Plan. Alternatively:

a) Call the Customer Information Centre:
Republic of Ireland: 00353 (0) 1413 1771
United Kingdom: 0844 8466 555

b) Write to -
Republic of Ireland:
Sony Guarantees,
Sony Ireland Limited, 4-6 Riverwalk,
Citywest Business Campus, Dublin 24.

United Kingdom:
Sony Guarantees,
Sony Europe Limited, Jays Close,
Viabes, Basingstoke, RG22 4SB

c) E-mail us via www.sony.ie or www.sony.co.uk click on 'Contact Us' on the Support page. Our Customer Service Department will provide you with full instructions and reasonable assistance for making claims under this Repair Service Plan.

11. Telephoning Us

Your telephone calls may be recorded to monitor and improve the quality of the service provided.





Sony VAIO Extended Warranty Terms and Conditions Warranty Extension for the 2nd Year

Background

1.1 Definitions

The following words have the meanings given below:
'Certificate' has the meaning set out in Clause 1.3.
'Mishap' means a sudden and unforeseen physical act resulting in mechanical or electrical breakdown.
'Product' means any one of the following Sony VAIO products: VPCCA1S1E/B.CEK, VPCCA1S1E/D.CEK, VPCCA1S1E/G.CEK, VPCCA1S1E/P.CEK, VPCCA1S1E/W.CEK, VPCEB4E1E/Wi.CEK, VPCEB4E4E/Wi.CEK, VPCEB4J0E/Wi.CEK, VPCEB4L1E/B.CEK, VPCEB4L1E/T.CEK, VPCEB4L1E/Wi.CEK, VPCEB4X0E/BQ.CEK, VPCEC4S0E/Wi.CEK, VPFCF13M8E.CEK, VPFCF13Z0E.CEK, VPFCF21Z1E/BI.CEK, which was purchased online at www.sony.co.uk or at a participating store in the United Kingdom.

'Repair Service Plan' means the service detailed in this document for the Product.

'We', 'Our' or 'Us' means Sony Europe Limited, a company registered in England and Wales with company number 02422874 and its address at The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom.

'You' means the person who has purchased a Product and holds this Repair Service Plan.

1.2 All cover periods quoted INCLUDE the manufacturer guarantee period.

1.3 The Repair Service Plan offer is available in participating stores and online at www.sony.co.uk only. If you purchase the Product at a participating store, the dealer will register the Product on your behalf and you will be issued with a document setting out details of your Repair Service Plan (the "Certificate"). If you purchase the Product online at www.sony.co.uk, you will be issued with a Certificate when you collect the Product from the relevant store. Once you have purchased your Product, you must also register the Product online at www.vaio-link.com or by calling 0870 240 2408.

2. What is provided

2.1 We will bear the cost of repairs to the Product, including parts and labour charges following mechanical or electrical breakdown, from the date of purchase of the Product until (and including) the expiry date of this Repair Service Plan, namely two (2) years after the date of purchase of the Product. However, this Repair Service Plan will be automatically cancelled if you submit a claim knowing it to be false, fraudulent or a misrepresentation.

2.2 We will always, subject to the full terms, conditions and exclusions of your Repair Service Plan, repair the Product unless:

- we cannot obtain the spare parts to repair it; or
- we can replace it for less than the cost of the repair.

2.3 We will only replace the Product if we have agreed to do so before a repair is carried out. If the Product is replaced, the unexpired portion of the Repair Service Plan will apply to the replacement Product. You will need to register the replacement product with your Repair Service Plan by contacting www.vaio-link.com or calling 0870 240 2408 and giving your Repair Service Plan details and serial number of the new model. You will then be issued with a new Certificate in relation to the replacement Product.

2.4 If we do not repair the Product we will replace it with equipment of the same or similar specification.

2.5 We will not be responsible for any costs that you may incur while disposing of your original Product should the Product be replaced under this Repair Service Plan.

2.6 For the avoidance of doubt, this Repair Service Plan will not automatically terminate on you making a claim, but will remain in place for the full period set out Clause 2.1.

3. What is not provided

3.1 This Repair Service Plan does not cover:

- Periodic maintenance and repair or parts replacement due to wear and tear;
- Consumables (components that are expected to require periodic replacement during the lifetime of a product such as non-rechargeable batteries, print cartridges, styli, bulbs, etc.);
- Damage or defects caused by use, operation or treatment of the Product inconsistent with normal personal or domestic use; and
- Damage or changes to the Product as a result of:
 - Misuse, including: treatment resulting in physical, cosmetic or surface damage or changes to the Product or damage to liquid crystal displays; failure to install or use the Product for its normal purpose or in accordance

with our instructions on installation or use; failure to maintain the Product in accordance with our instructions on proper maintenance; installation or use of the Product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used;

ii. Virus infections or use of the Product with software not provided with the Product or incorrectly installed software;

iii. The condition of or defects in systems with which the Product is used or incorporated except other Sony products designed to be used with the Product;

iv. Use of the Product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by us;

v. Repair or attempted repair by persons who are not Sony or Authorised Service Network members ("ASN members");

vi. Adjustments or adaptations without our prior written consent, including without limitation: upgrading the Product beyond specifications or features described in the instruction manual; or modifications to the Product to conform it to national or local technical or safety standards in countries other than those for which the Product was specifically designed and manufactured;

vii. Neglect; and

viii. Mishap, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts.

3.2 We reserve the right to refuse to repair and/or replace the Product if you do not have your original Certificate for the Product and your Repair Service Plan cannot be found in our online records.

4. Exclusions and limitations

Except as stated above, we exclude all warranties (express, implied, statutory or otherwise) regarding product quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or not fully permitted by applicable law, we exclude or limit our warranties only to the maximum extent permitted by applicable law. Any warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Repair Service Plan.

Our only obligation under this Repair Service Plan is to repair or replace the Product subject to these terms and conditions. We are not liable for any loss or damage relating to products, service, this Repair Service Plan or otherwise, including - economic or intangible losses - the price paid for the Product - loss of profits, revenue, data, enjoyment or use of the Product or any associated products - indirect, incidental or consequential loss or damage. This applies whether that loss or damage relates to:

- impaired or non-operation of the Product or associated products through defects or unavailability while with us or an ASN member, which caused downtime, loss of user time or business interruption
- inaccuracy of output from the Product or associated products
- damage to or loss of software programs or removable data storage media, or
- virus infections and other causes.

This applies to loss and damages under any legal theory, including negligence and other torts, breach of contract, express or implied warranty, and strict liability (even where we or an ASN member has been advised of the possibility of such damages). Where applicable law prohibits or limits these liability exclusions, we exclude or limit our liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, willful misconduct, deceit and similar acts. Our liability under this Repair Service Plan shall in no case exceed the price paid for the Product, but if applicable law permits only higher liability limitations, the higher limitations apply.

5. Statutory rights & other providers

This Repair Service Plan is governed by English law. Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This Repair Service Plan does not affect statutory rights you may have, nor those rights that cannot be excluded or limited by law, nor rights against the person from whom you purchased the Product (including the right to claim for a refund, repair or replacement if your Product was not as described, not fit for purpose or not of satisfactory quality when sold to you). More information about your statutory rights may be found at www.consumerdirect.gov.uk or by contacting your local Citizens Advice Bureau or your local authority Trading Standards Department. You may assert any rights you have at your sole discretion. You should also be aware that extended warranties may be available from other providers, and that some household insurance policies may include cover for your Product.

6. Cancellation

This Repair Service Plan will be automatically cancelled if you submit a claim knowing it to be false, fraudulent or a misrepresentation.

7. Rights of third parties

This Repair Service Plan is for the benefit of you and anyone else we have agreed with your consent. No benefits will be given to anyone else.

8. Additional information

Your Repair Service Plan is provided and administered by Sony Europe Limited, a company registered in England and Wales with company number 02422874

and its address at The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom.

9. Data Service

9.1 Important Data Service Information: Your details will be held and used by us, and selected companies acting on our behalf, to administer your Repair Service Plan. We may pass your data to any relevant regulator or dispute resolution provider. We may also use your data for training and testing purposes. We may disclose your information to our service providers and agents for these purposes. For further information, please contact our Data Service Officer at: Sony Europe Limited, The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom.

9.2 By registering for this Repair Service Plan for your Product, you have agreed to us contacting you via mail, email or telephone for topics related to the Repair Service Plan for your Product.

You will not be contacted by us for any other marketing purposes unless you explicitly agree to it. In that case, please register to My Sony (www.sony.co.uk/mysony). As a member you will be the first to find out about Sony's new and exciting products. Plus, receive the latest news, special product information and support, and much more.

9.3 To help keep your details accurate we may use information we receive from our partners. You can ask us for a copy of your details and to correct any inaccuracies. To improve our service, we may monitor or record our communications with you.

10. Transferring your plan

You can transfer your Repair Service Plan to a new owner of the Product by notifying us of details of the change using the contact details provided at Clause 11. Your Repair Service Plan cannot be transferred to any other equipment.

11. How to make a claim or contact us

You can make a claim or otherwise contact us:

- by telephone on 0870 240 2408; or
- by email using the support request form on www.vaio-link.com.

Before any claim can be made under this Repair Service Plan, you must have registered your Product online at www.vaio-link.com or by calling 0870 240 2408.

12. Telephoning Us

Your telephone calls may be recorded to monitor and improve the quality of the service provided.



Customer Satisfaction