

### 1. Background

#### 1.1 Definitions

The following words have the meanings given below:

'**Extended Service Plan**' means the warranty cover detailed in this document for the Product.

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

'**Payment**' means the payment, if any, made by you to us in consideration for this Extended Service Plan, on top of the payment you made to purchase the Product.

'**Product**' means the Sony brand product you have purchased belonging to the category which is referenced on the box of your Extended Service Plan.

'**We**', '**Our**' or '**Us**' means Sony Europe Limited.

Trading as Sony Belgium, bijkantoor van Sony Europe Limited. A company registered in England and Wales. Registered office: The Heights, Brooklands, Weybridge, Surrey. KT13 0XW. United Kingdom.

Local Address: Da Vincilaan 7-D1, B-1935 Zaventem, Belgium

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

**1.2 The Extended Service Plan must be** activated within 360 (three hundred and sixty) days of the date of purchase of your Product. Until Sony receives your completed registration, we will be unable to deliver a timely response to any claims made. Once the abovementioned period of 360 (three hundred and sixty) days has elapsed, you will no longer be able to extend the guarantee of your Product with this Extended Service Plan.

### 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 your standard warranty of the Product expires for the period referenced on your Extended Service Plan box. However, this Extended 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 Extended 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 Extended Service Plan will apply 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.

**2.6 For the avoidance of doubt, this Extended 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 Extended Service Plan does not cover:

- a) periodic maintenance and repair or parts replacement due to wear and tear;
- b) accessories and 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.);
- c) damage or defects caused by use, operation or treatment of the Product inconsistent with normal personal or domestic use; and
- d) damage or changes to the Product as a result of:
  - i. 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 Extended Service Plan contract for the Product and your Extended Service Plan contract number 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 Extended Service Plan.

Our only obligation under this Extended 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 Extended 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 Extended 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

Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This Extended 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). 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

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

**6.2 Depending on the country where you** purchased your Extended Service Plan, you may be entitled to cancel or terminate the Extended Service Plan within the period referred to in clause 2.1, and receive a full or partial refund of the Payment amount. To cancel your Extended Service Plan and claim a refund if applicable please contact us using the details set out in clause 11.

#### 7. Rights of third parties

This Extended 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 Extended Service Plan is provided and administered by Sony Belgium, *bijkantoor van Sony Europe Limited*. A company registered in England and Wales. Registered office: The Heights, Brooklands, Weybridge, Surrey. KT13 0XW. United Kingdom. Local Address: Da Vincilaan 7-D1, B-1935 Zaventem, Belgium

#### 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 Extended 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. Data Service Officer at: Sony Belgium, bijkantoor van Sony Europe Limited. Da Vincilaan 7-D1, B-1935 Zaventem, Belgium.

**9.2 By ordering the Extended Service Plan for your Product**, you have consented to be contacted by Sony via mail, email or phone for topics related to your Extended Service Plan. 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 ([www.sony.eu](http://www.sony.eu)). 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 Extended Service Plan**

You can transfer your Extended Service Plan to a new owner of the Product by notification to us of details of the changes using the contact details given in clause 11. Your Extended Service Plan cannot be transferred to any other equipment.

### **11. How to make a claim or contact us:**

If your product requires service attention please contact us:

- a) by telephone on using the support telephone numbers which can be found on [www.sony.eu](http://www.sony.eu) or
- b) by email using the support request form on [www.sony.eu](http://www.sony.eu)

**Before any claim can be made under this Extended Service Plan, you must have registered your Product online at [www.sony.eu/activation](http://www.sony.eu/activation) or by calling (see page 4).**

### **12. Telephoning Us**

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

| Country | Telephone  |
|---------|--|
| AT      | (+43)(1)206091786  |
| BE      | (+32) 070 222 130  |
| BG      | 0700 1 7669  |
| CH (DE) | (+41)227614182 (für Deutsch-sprachigen Kunden)               |
| CH (FR) | (+41)227614183 (pour les clients francophones)               |
| CH (IT) | (+41)227614184 (Numero di telefono per supporto in italiano) |
| CZ      | (+420) 2 4601 9146   |
| DE      | 030 58 58 12345  |
| DK      | +45 70 112 105   |
| EE      | (+372) 65 43484  |
| ES      | (+34) 902 402 102  |
| FI      | +358 969 379 450   |
| FR      | 01 55 90 34 34   |
| GR      | (+30) 0800 4414 2962   |
| HU      | (+36) 1 777 91 51  |
| IT      | 199 151 146  |
| LT      | 0 8004 0008  |
| LU      | (+32)70222130  |
| LV      | (+371) 67 046049   |
| MK      | 02 55 11 555   |
| NL      | (+31) 020 658 1888   |
| PL      | 0 801 382 462  |
| PT      | (+351) 808 200 185   |
| RO      | (+40) 21 3138872   |
| SE      | (+46) 8 58 769 220   |
| SI      | (+386) 1 588 1154  |
| SK      | (+421) 552302801   |
| UK      | 0844 8466 555  |