

## Your 5-Year Guarantee

This offer is only available on selected Sony BRAVIA TVs, purchased at a participating Independent Retailer in the United Kingdom as from 1st April 2022. The attached Sony Terms and Conditions for 5-Year Guarantee apply.

### Product Range:

Eligible BRAVIA TV models as set forth in the Sony Terms and Conditions for 5-Year Guarantee come with a 5-Year Guarantee; the 5-Year Guarantee is applicable for the eligible BRAVIA TV models and their unique serial number.

### Certificate:

There is no registration required to activate your 5 year guarantee, however if you would like to obtain a personalised certificate, please call the Customer Information Centre (9am – 6pm, Monday to Friday) on 0207 365 2810 (UK). You will be required to provide the following details: BRAVIA TV model, serial number, date of purchase and your personal contact details such as name, address (mandatory) and valid email (optional). If you provide an email address please state if you also would like to receive your certificate via email.

The personalisation of your certificate might take up to 30 days. If you don't receive it within this time period please call the Customer Information Centre using the above contact details.

Provided that no exclusions or limitations apply as set forth in the attached Sony Terms and Conditions for 5-Year Guarantee, claims will be accepted under this 5-Year Guarantee even if you do not personalise the certificate. This 5-Year Guarantee has already been registered. In the event that you wish to make a claim, you will be required to provide the proof of purchase regarding your BRAVIA TV, the product model and serial number.

### How to contact us:

In case your BRAVIA TV 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 this 5-Year Guarantee.

Alternatively, you can call our Customer Information Centre or e-mail us using the contact details referred to on our website: <http://www.sony.eu/> (Select your country or region/ Support/ Contact Us/ Get support contact). Our Customer Service Department will provide you with full instructions and reasonable assistance for making claims under this 5-Year Guarantee.

You will find the serial number on the back or the side of the product



## SONY Terms and Conditions for 5-Year Guarantee

### Background

#### 1.1 Definitions

The following words have the meanings given below:

'**Certificate**' is a personalised document showing details regarding the Product purchased, its serial number, the day of purchase and your personal contact details such as name and address.

'**5-Year Guarantee**' means the warranty cover detailed in Clauses 2 - 4 of this document for the Product.

'**United Kingdom**' or '**UK**' means the United Kingdom of Great Britain and Northern Ireland.

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

'**Price**' means the payment made by you for the Product.

'**Product**' means the Sony BRAVIA TV product(s) within the Product Range which was purchased at a participating Independent Retailer in the United Kingdom.

**Product Range:** XR-85Z9K, XR-75Z9K, XR-65A95K, XR-55A95K, XR-48A90K, XR-42A90K, XR-77A80K, XR-65A80K, XR-55A80K, XR-65A75K, XR-55A75K, XR-85X95K, XR-75X95K, XR-65X95K, XR-85X90K, XR-75X90K, XR-65X90K, XR-55X90K, XR-50X90S, KD-85X89K, KD-75X85K, KD-65X85K, KD-55X85K, KD-50X85K, KD-43X85K, KD-75X81K, KD-65X80K, KD-55X80K, KD-50X80K, KD-43X80K.

XR-85Z9J, XR-75Z9J, XR-83A90J, XR-65A90J, XR-55A90J, XR-77A80J, XR-65A80J, XR-55A80J, XR-85X95J, XR-75X95J, XR-65X95J, XR-75X90J, XR-65X90J, XR-55X90J, XR-50X90J, KD-75X89J, KD-65X89J, KD-55X89J, KD-50X89J, KD-43X89J, KD-32W800.

'**We**'/'**we**', '**Our**'/'**our**' or '**Us**'/'**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**'/'**you**' means the person who has purchased a Product and holds this 5-Year Guarantee.

**1.2 All cover periods quoted INCLUDE the manufacturer guarantee period.**

**1.3 The 5-Year Guarantee offer is available in participating stores in the United Kingdom.**

**1.4 If you purchase the Product the 5-Year Guarantee is registered automatically.**

**1.5 If you wish to obtain a personalised Certificate of the 5-Year Guarantee** after the purchase of the Product you can call the Customer Information Centre (9am – 6pm, Monday to Friday) on 0207 365 2810. You will be required to provide the BRAVIA TV model, serial number, day of purchase and your personal contact details such as name, address (mandatory) and valid email (optional). If you provide an email address please state if you also would like to receive your Certificate via email.

Alternatively, you can ask to receive your personalised Certificate by sending an email to [ps.support.sony@accenture.com](mailto:ps.support.sony@accenture.com). You will be required to provide the details as mentioned above.

The personalisation of your Certificate might take up to 30 days. If you don't receive it within this time period please call the Customer Information Centre as set forth above.

**1.6 Provided that no exclusions or limitations apply as set forth below, claims will be accepted under this 5-Year Guarantee even if you do not personalise the Certificate.** The 5-Year Guarantee is already registered (product / serial number). In the event that you need to make a claim, you will be required to provide the proof of purchase, the model and the serial number of the Product.

### 2. What is provided

#### 2.1 5-Year Guarantee

**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 expiry of five years after purchase of the Product. However, this 5-Year Guarantee will automatically be cancelled if you submit a claim knowing it to be false, fraudulent or a misrepresentation (Clause 6).

**2.2 We will always, subject to the full terms**, conditions and exclusions of your 5-Year Guarantee, 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 5-Year Guarantee 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 For the avoidance of doubt, this 5-Year Guarantee** 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 5-Year Guarantee 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 proof of purchase of the Product and your 5-Year Guarantee 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 5-Year Guarantee.

Our only obligation under this 5-Year Guarantee 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 5-Year Guarantee 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 with 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, wilful misconduct, deceit and similar acts. Our liability under this 5-Year Guarantee 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 5-Year Guarantee 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

**This 5-Year Guarantee will automatically be** cancelled if you submit a claim knowing it to be false, fraudulent or a misrepresentation.

### 7. Rights of third parties

This 5-Year Guarantee 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 5-Year Guarantee is provided and administered by the Premium Services Department at Sony Belgium, bijkantoor van Sony Europe Limited, Da Vincilaan 7-D1, 1935 Zaventem, Belgium.

### 9. Data Service

#### 9.1 Important Data Service Information

We are the data controller pursuant to applicable data protection legislation. Your details will be held and used by us, and selected companies acting on our behalf in accordance with applicable laws to administer your 5-Year Guarantee. We may pass your data to any relevant regulator or dispute resolution provider. For further information, please contact our Information Risk Management Department at Sony Belgium, bijkantoor van Sony Europe Limited, Da Vincilaan 7-D1, 1935 Zaventem, Belgium.

**9.2 By purchasing the Product including this 5-Year Guarantee**, you agreed to us contacting you via mail, email or telephone in relation to your 5-Year Guarantee.

You will not be contacted by Sony for any other marketing purposes unless you explicitly agree to it. In that case, please register at: <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 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 5-Year Guarantee

You can transfer your 5-Year Guarantee to a new owner of the Product by notifying us of details of the change in accordance with Clause 11. Your 5-Year Guarantee cannot be transferred to any other equipment.

### 11. 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 5-Year Guarantee.

Alternatively, you can call our Customer Information Centre or email us using the contact details referred to on our website: [www.sony.eu](http://www.sony.eu) (Select your country or region/ Support/ Contact Us/ Get product support).

Our Customer Service Department will provide you with full instructions and reasonable assistance for making claims under this 5-Year Guarantee.

### 12. Telephoning Us

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