

How do I return my product for repair?

You may complete this form and return your product to Sony if your product is within guarantee or outside of guarantee.

No printer? No problem – You can register your repair online by visiting www.sony.co.uk/electronics/support and follow the instructions to send your product into us. You can upload a copy of the original sales receipt via the website and create a label for product return.

The products that Sony Central Service handle typically have a model number starting with:

Digital Stills Camera	DSC / ZV	Portable Audio	NW / NWZ
Digital SLR	DSLR / NEX / ILCE / ILCA / ILME / SLT	Headphones	MDR / WF / WH / WI / XBA
Lens	SAL / SEL	Speaker	SRS
Digital Camcorder	FDR / HDR / DCR	Car Audio	XAV / MEX
Blu-Ray Player	BDP / UBP		

If your model is not listed, please email scs@sony.com or call **01656 867347** to confirm if the product is handled by Sony Central Service.

*If you are unsure if your product is faulty please visit <https://services.sony.co.uk/supportmvc/en/repair/> to diagnose your product or telephone the Sony Customer Information Centre on **0207 365 2810** (Mon-Fri, 9am-6pm). If a product is examined and found not to have a fault, a charge may be incurred for the costs of transporting and inspecting your product.*

Postage Instructions:

- 1) Complete and enclose the attached service request form (if possible, keep a copy for your records)
- 2) Please **take a photograph** of the product's model & serial number label and keep safe. This will be required if there is a problem tracing your product.
- 3) Please send us your item

If your product is Out of Guarantee	If your product is Within Guarantee
<p>Please use your <u>own method</u> of postage to:</p> <p>Sony Central Service Pencoed Technology Park BRIDGEND CF35 5HZ</p> <p>*PLEASE NOTE*</p> <ul style="list-style-type: none"> • Out of guarantee repairs are chargeable. • Please ensure your item is tracked & insured as Sony cannot accept liability for lost incoming items. • Package your product carefully in the original or a well-padded and secure box. 	<p>Please use the <u>Tracked Returns Service</u> and create your returns label by visiting:</p> <p>https://www.royalmail.com/track-my-return/create/4880</p> <ul style="list-style-type: none"> • Once completed Royal Mail will email you a tracked returns label. You can either print the label or use the QR code on the email to scan at the Post Office. <p>*PLEASE NOTE*</p> <ul style="list-style-type: none"> • This postage method is only for use within your product's guarantee period. • Please include a photocopy of the proof of purchase. • Physical damage/liquid damage/damage due to improper handling is not covered by the guarantee • Package your product carefully in the original or a well-padded and secure box. • Obtain proof of postage from the Post Office and keep it safe

- 4) On receipt of your product, we will send a receipt acknowledgement and progress updates to the e-mail address or mobile phone number provided.
- 5) After the product has been repaired, we will return it to your UK address by registered post.

Important Information About Products Returned for Service

Protecting your data

To avoid loss of data stored in your product, please ensure that a backup is taken before sending it for service. We will not be responsible for any loss of data stored in your product. As part of the service process, it is likely that we will need to format the memory device and any data could be lost.

Product Cleanliness

Please ensure your product is cleaned before sending it for service. For headphones, please ensure ear buds/ear pads / headbands are hygienically cleaned. We will not be able to service products returned in an unhygienic condition.

Accessories and Sample Images

Please include any accessories that may be associated with the fault exhibited by the product. For example, in the case of a product not charging, please include the battery, charger and power lead. In the case of a picture quality issue, including sample images demonstrating the problem, stored on the product's memory card may assist with diagnosing the problem.

Service Guarantee

Repairs are guaranteed for 90 days from completion.

Out of Guarantee & Physically Damaged Products

Estimates will be provided when a product is outside of the guarantee period or damaged (where repair is possible). An estimate will be prepared for the cost of labour (hourly rate), parts and carriage. If the estimate is refused an inspection fee applies, please see charges below.

Service Charges Including VAT at 20%	Labour Rate (per hour)	Inspection Fee where no repair performed
Digital Stills DSC Models (excluding DSC-RX) / ZV	£45	£21.70
Digital SLR, Camcorder & DSC-RX DSLR / ILCE / ILCA / ILME / NEX / SLT / FDR / HDR / DCR / DSC-RX	£60	£21.70
Lenses (Low/Mid-Range) SAL / SEL (NOT ending Z/G/GM)	£60	£21.70
Lenses (High-End) SAL / SEL (Ending in Z/G/GM)	£86	£21.70
Portable Audio / Blu-Ray / Car Audio BDP / MDR / MEX / NW / NWZ / SRS / UBP / WF / WH / WI / XAV / XBA	£35 (Fixed price labour)	£21.70
Carriage Fee All items	£12.00	£12.60

PLEASE PRINT IN BLOCK CAPITALS

Customer Information

Name	
Address	
Postcode	
Email*	
Mobile*	
Telephone	
Survey Please tick relevant box	Would you be willing to receive an experience survey from Sony? <input type="checkbox"/> Yes <input type="checkbox"/> No

*If mobile/email are provided, Sony may use these to send repair updates via text message and/or email

Return Address

- If you would like your product returned to a different address than above, please complete the section below, otherwise please leave blank

Name	
Address	
Postcode	

Product Information

Model	
Serial Number	
Purchase Date	
Original Retailer	
Fault Description	
Sony Case Ref.	Please supply case reference if the Sony Customer Information Centre has provided one
Repair Type Please tick relevant box	<input type="checkbox"/> Guarantee Repair (Within guarantee period) Please attach a photocopy of the original sales receipt Without a receipt, we will have to treat the repair as chargeable <input type="checkbox"/> Chargeable repair (Outside guarantee period/ Damaged) You will be contacted for payment before repair. Please refer to prices on page 2

Confirmation

- I confirm that the above product is faulty, and the reported fault is not related to a product understanding or operational issue. I have read and accept the terms and conditions detailed in this leaflet.
- For product repairs in guarantee, I have included a copy of the original sales receipt.
- I have securely packaged the item in a suitable box.

Signature _____ Date _____