

## **Terms and Conditions for Warranty Service for PlayStation® systems**

1. Sony Interactive Entertainment Singapore Private Limited (“SIESPL”) shall subject to the Terms and Conditions for Warranty Service cause Sony Electronics Vietnam Company Limited (“SEV”) to provide warranty to the Product for any defects in material or workmanship for a period of one (1) year from the original purchase date of the Product. SEV shall at its discretion, either repair or replace the Product with the equivalent Product free of charge, where the Product is faulty due to defective materials or workmanship. Any defective or additional parts of the Product which are replaced / removed by SEV in the course of repairing, if any, shall be the property of SEV. Even if SEV repairs/replaces the Product, its original one (1) year warranty term will not be extended.

2. Repair service under this Warranty will include the cost of labour, and all replacement parts required for the proper functioning of the Product.

3. The original purchase invoice must be issued in Vietnam and presented for verification when any repair service is required.

4. THIS WARRANTY SHALL NOT APPLY AND NO REPAIR SERVICE SHALL BE PROVIDED IF THE PRODUCT:

(a) IS USED WITH PRODUCTS NOT SOLD OR LICENSED BY SONY INTERACTIVE ENTERTAINMENT (INCLUDING, BUT NOT LIMITED TO, NON-LICENSED GAME ENHANCEMENT DEVICES, ADAPTORS, POWER SUPPLY SOURCES, COMPUTER PROGRAM AND COUNTERFEIT OPTICAL DISCS) OR OTHERWISE NOT COMPATIBLE WITH THE PRODUCT;

(b) IS USED FOR COMMERCIAL PURPOSES (INCLUDING RENTAL) OR IS MODIFIED, TAMPERED WITH OR OTHERWISE, FOR EXAMPLE, REPAIRED BY UNAUTHORIZED PERSON OR ENTITY;

(c) IS DAMAGED BY ACTS OF GOD, MISUSE, ABUSE, NEGLIGENCE, ACCIDENT, WEAR AND TEAR, UNREASONABLE USE, OR BY OTHER CAUSES UNRELATED TO DEFECTIVE MATERIALS OR WORKMANSHIP;

(d) HAS HAD THE SERIAL NUMBER ALTERED, DEFACED, TAMPERED WITH OR REMOVED. IT IS PRESUMED THAT THE PRODUCT IS MODIFIED OR TAMPERED WITH IF THE ORIGINAL WARRANTY SEAL ON THE PRODUCT IS BROKEN OR REMOVED; OR

(e) IS USED IN ANY WAY THAT IS IN BREACH OF ANY SYSTEM SOFTWARE LICENCE AGREEMENT.

5. This Warranty is only valid and applicable to official Products which are licensed for sale and purchase in Vietnam only. Parallel imports are excluded from this Warranty. There is no repair service for all parallel imported products.

6. Though no repair service is provided if the Product has been modified as written in section 4 above, SEV may at its discretion provide repair service to the modified Product if the customer signs the Confirmation Letter given by SEV upon the Product being taken for repair service.

7. For Product supplied with built-in and/or external storage media ("Storage Media"), data saved in the Storage Media is excluded from this Warranty. With respect to repair service for the Storage Media provided, it is solely the customer's responsibility prior to repair service to backup any data he or she has stored in the Storage Media. SEV shall not be responsible for any damage to or loss of any data stored in the Storage Media.

8. Should the Product requires repair service, customer shall be responsible for transporting the Product to any of the authorized Customer Service Centres in Vietnam by hand. After the service is completed, the customer is also responsible for picking it up at the same location.

9. In fulfilling its warranty obligations under these Terms and Conditions, SEV may, in its sole discretion, elect either to repair and restore the Product to such original configurations and specifications as designed and manufactured by Sony Interactive Entertainment Inc. or to replace the Product with a refurbished product which is equivalent in all material respects. In either case, the system software (or the refurbished replacement product) shall be upgraded to the latest version. The customer is not entitled to request the retention or installation of the version of the system software existing as at prior to the date of the request for the repair service.

10. This Warranty Agreement is valid only in Vietnam. It cannot be exchanged for a Manufacturer's Limited Warranty (Tourist Warranty).

11. In the event of discrepancies between the English and Vietnamese versions of the Terms and Conditions for Warranty Service, the English version shall prevail. The Terms and Conditions for Warranty Service shall be governed by and construed in accordance with the laws of Socialist Republic of Vietnam.

12. SIESPL reserves the right to amend the Terms and Conditions for Warranty Service or related repair services without prior notice.

**Sony Interactive Entertainment Singapore Private Limited**

Last updated on 1 August 2019