

Terms and Conditions for Warranty Service for PlayStation® selected accessories

This Warranty is valid for PlayStation® selected accessories with local one-year warranty label affixed on packaging (“the Product”) excluding PlayStation® software.

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.

1. 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. SEV will provide warranty service only if the ORIGINAL PURCHASE INVOICE indicating the date of purchase and retailer's name and the complete packaging of the Product in question bearing the complete warranty label, are presented together with the faulty Product in question. Any modification, amendment or defacement to or of the invoice shall render this Warranty void.

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

(a) IF THE PRODUCT IN QUESTION IS USED WITH ANY SOFTWARE, DEVICES OR PRODUCTS NOT SOLD OR LICENSED BY SONY INTERACTIVE ENTERTAINMENT OR ITS LICENSEES (INCLUDING, BUT NOT LIMITED TO, NON-LICENSED GAME ENHANCEMENT DEVICES, ADAPTORS, POWER SUPPLY SOURCES, OPTICAL DISCS AND COMPUTER PROGRAMS) OR

OTHERWISE NOT COMPATIBLE WITH THE PRODUCT;

(b) IF THE PRODUCT IN QUESTION IS USED FOR COMMERCIAL PURPOSES (INCLUDING RENTAL) OR IS MODIFIED, REPAIRED, TAMPERED WITH OR OTHERWISE ALTERED BY ANY PERSON OTHER THAN AN AUTHORIZED EMPLOYEE OR AGENT OF SEV;

(c) IF THE PRODUCT IN QUESTION IS DAMAGED BY ACTS OF GOD, MISUSE, ABUSE, NEGLIGENCE, ACCIDENT, WEAR AND TEAR, UNREASONABLE OR INAPPROPRIATE USE, IMPROPER INSTALLATION OR OPERATION, OR BY OTHER CAUSES UNRELATED TO DEFECTIVE MATERIALS OR WORKMANSHIP;

(d) IF THE FACTORY-APPLIED MODEL NUMBER HAS BEEN ALTERED, DEFACED OR REMOVED FROM THE PRODUCTS; OR

(e) IN RESPECT OF ANY DAMAGE TO OR DEFECT IN THE FINISH OR EXTERIOR OF THE PRODUCT, WHERE SUCH DAMAGE OR DEFECT IS NOT DIRECTLY ATTRIBUTABLE TO OR CAUSED BY THE MANUFACTURER OR SEV.

5. It is the customer's responsibility to backup the contents (including any saved game data) of any memory card or memory stick being sent to SEV, prior to repair service. The customer acknowledges that it is likely for the contents of any memory card or memory stick sent to SEV, to be lost or reformatted in the course of servicing, and that SEV shall not be responsible for any damage or modification to or loss or deletion of any data or other information stored in any memory card or memory stick that is serviced, or any loss directly or indirectly arising from or related to such a Product not being available for use before or during or after the period of servicing.

6. Should the Products require repair service, the customer shall be responsible for transporting the Products to Service Centre in Vietnam by hand. After the service is completed, the customer shall also be responsible for picking it up at the same location.

7. SEV shall not be liable for any indirect, special, incidental, punitive, exemplary, consequential or economic damage or loss (including loss of profits, data, anticipated savings, goodwill or business opportunities arising from or related to the warranty. SEV's liability under or in relation to the warranty shall be limited to the cost of replacing the Product with the same or an equivalent product, or of repairing the Product, whichever is lower.

8. This Terms and Conditions for Warranty Service is only valid, and applicable to the Products which are licensed for sale and purchased in Vietnam only. Parallel imports are excluded from this Warranty.

9. 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.

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

Sony Interactive Entertainment Singapore Private Limited

Last updated on 1 January 2020