



<b>PSP.D.RAVRBC.1ERL</b> 1 Year Extension Repair & Loan Unit	Version 1.0 August 2014
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This document gives You details of your PrimeSupport Agreement with Us. Please read it carefully. To activate the Support Services you must register your agreement or provide proof of purchase before any services can be provided.

**THE AGREEMENT**

We will provide Support Services to You for the Supported Products as detailed in the Schedule of Services and Standard Terms and Conditions explained in this document.

**SERVICE PERIOD**

The Service Period of this Agreement is for 1 year in respect of the unit and starts on the Start Date as defined in the Terms and Conditions, or, in the case of an extension of renewal of the provision of Support Services, starts on the date of payment of the Charges.

**SUPPORTED PRODUCTS**

This Agreement covers the products you have purchased as referenced by the Contract Type/Contract ID supplied to you with the products.

**EXCLUSIONS & LIMITATIONS**

We do not cover option cards, lamps, accessories and consumable items, or provide any cleaning or preventative maintenance services, as these will remain your responsibility unless defined otherwise in the Schedule of Services.

**SCHEDULE OF SERVICES**

<b>Features</b>	<b>Services Provided</b>
<b>PrimeSupport Helpdesk</b>	Helpdesk support services are available Monday to Friday 09:00-18:00 CET (Central European Time), excluding Local National Holidays.
	The multilingual team (English, French, German, Italian and Spanish) provide access to product specialists, who are able to advise and act as the first point of contact for Service & Support enquires.
	Where diagnosis cannot be made by the helpdesk, the issue may be escalated to a senior specialist.

Features	Services Provided
<b>Repair &amp; Express Loan Unit</b>	Where the issue cannot be resolved by the Helpdesk, we will arrange for a express loan unit to be shipped to an agreed address. We target to despatch it the same day if diagnosed before 15:00 CET Monday to Friday, excluding local holidays. The loan unit may not be the same model as yours; however We will make all reasonable effort to restore Your specific requirements for functionality.
	We will return the repaired unit to You and arrange to collect the express loan unit. You must make the unit available for collection within five days of our request, otherwise charges may apply. <i>*We reserve the right to replace items beyond economic repair, with a refurbished model of a similar specification.</i>
<b>Logistics Covered</b>	Our repair centre will inspect the unit. If We find the unit suffers from accidental damage or no fault is found We may invoice You for the cost of shipment & labour.
	Units can be collected from and returned to any address within mainland areas of EU countries, Norway and Switzerland. For all other areas, please contact the helpdesk for further assistance.
	Regardless of repair route chosen by the helpdesk, all parts and labour costs will be covered under this agreement subject to the standard terms and conditions. <i>*Some geographical locations outside the EU, may cause shipment delays, which will result in a longer resolution time.</i>
<b>Software</b>	Upgrades and Updates are not provided as standard, unless the product requires a version upgrade or minor update to fix the issue. Also remote diagnosis and monitoring is not provided as standard.

This Schedule of Services incorporates the Sony Standard Terms & Conditions for the provision of PrimeSupport, which are published on the Website, please ensure that you read these Terms and Conditions, as your registration for PrimeSupport constitutes acceptance of the Sony Standard Terms and Conditions for the provision of PrimeSupport and the contents of this Schedule of Services.

All communications should be sent by email to [primesupport@eu.sony.com](mailto:primesupport@eu.sony.com)