

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

This Warranty is valid for PlayStation systems with local one-year warranty label affixed on package ("the Product").

1. Sony Interactive Entertainment Hong Kong Limited ("SIEH") shall subject to the Terms and Conditions for Warranty Service cause Telecom Service One Limited ("TSO") to provide warranty to the Product for a period of one (1) year from the original purchase date of the Product. TSO 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 TSO in the course of repairing, if any, shall be the property of TSO. Even if TSO repairs or replaces the Product, its original one (1) year warranty term is not 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 Hong Kong Special Administrative Region 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, FAIR 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 Hong Kong Special Administrative Region and bear the local one-year warranty label 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, TSO may at its discretion provide repair service to the Product modified to play counterfeit optical discs if the customer signs the Confirmation Letter given by TSO upon taking the Product in.

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 Storage Media provided, it is the customer's responsibility prior to repair service to backup any data he or she has stored in the Storage Media. TSO 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 one of the authorized Customer Service Centres of TSO 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, TSO 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 Hong Kong Special Administrative Region. It cannot be exchanged for a Manufacturer's Limited Warranty (Tourist Warranty).

11. In the event of discrepancies between the English and Chinese 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 Hong Kong Special Administrative Region.

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

**Sony Interactive Entertainment Hong Kong Limited**

Last updated on 1 August 2019

## **PERSONAL INFORMATION COLLECTION STATEMENT**

Sony Interactive Entertainment Hong Kong Limited may collect certain personal information, including without limitation your name and telephone number ("**Personal Information**"), from you when you request examination or repair service.

### **1. Purpose of Collection**

We may use your Personal Information for the following purposes: (a) to manage and process all transactions and dealings with you; (b) to verify your identity; (c) to contact you and provide you with customer and/or repair service; (d) to perform research and statistical analysis.

### **2. Classes of Transferees**

We may disclose your Personal Information to third party service providers (including without limitation, customer service, repair service, IP location, advertisers, insurance, lawyers, bank, accounting and other third party service providers who provide customer service, product warranty, repair, administrative, telecommunications, postal, computer, payment or other services to us to enable us to operate our business) and other companies within the Sony group of companies, for the purposes outlined in Section 1.

We will not disclose your Personal Information to any other third parties for direct marketing purposes without your consent.

We may disclose your Personal Information if required to satisfy applicable legal or regulatory requirements. We may also transfer your Personal Information in connection with a merger, acquisition, transfer or sale of all or part of our business, with or to another company (including without limitation another company within the Sony group).

All of the transfers referred to in this Section 2 may occur within or outside Hong Kong Special Administrative Region.

### **3. Consequence of failing to provide Personal Information**

Unless otherwise specified by us, it is mandatory for you to provide the Personal Information requested by us. In the event that Personal Information is not provided, we may not be able to provide you with the services or carry out the activities outlined at Section 1 above.

#### **4. Access and Correction Rights**

Under the Personal Data (Privacy) Ordinance (the "**Ordinance**"), you have the right to request access to and correction of any Personal Information that you provide to us. You may make such a request by writing to our Data Protection Officer at Sony Interactive Entertainment Hong Kong Limited, Suite 01-07, Level 16, Office Tower, Langham Place, 8 Argyle Street, Mongkok, Kowloon, Hong Kong. In accordance with the Ordinance, we have the right to charge a reasonable fee for the processing of any personal information access or correction request.