

## **Terms & Conditions for Warranty Service for PlayStation® selected accessories**

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

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. This Warranty is only valid:

- (a) in Hong Kong Special Administrative Region (selected accessories) and cannot be exchanged for a Manufacturer's Limited Warranty (Tourist Warranty);
- (b) provided that the original purchase receipt or invoice issued in Hong Kong Special Administrative Region, indicating the date of purchase and retailer's name (and has not been altered or defaced since the date of original purchase) and the complete package of the Product bearing the complete warranty label, are presented together with the faulty Product; and
- (c) when the factory-applied model number has not been altered, defaced or removed from the Product.

3. This Warranty does not cover any damages of the Product which is a result of:

- (a) commercial use (including rental), accident, abuse, negligence, natural disaster, fair wear and tear, misuse, unreasonable use or by other causes unrelated to defective materials or workmanship;
- (b) use in conjunction with any products not sold or licensed by SONY INTERACTIVE ENTERTAINMENT (including, but not limited to, non-licensed game enhancement devices, adaptors, power supply devices, computer program and counterfeit optical discs) or otherwise not compatible with the Product;
- (c) any modification, alteration, adaptation to or tampering with the Product for any reason; and whether properly carried out or not; or
- d) maintenance or repairs carried out by unauthorized person or entity.

4. 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.

5. Data saved in memory stick is excluded from this Warranty. With respect to repair service for memory stick provided, it is the customer's responsibility prior to repair service to backup any data he or she has stored in the memory stick. TSO shall not be responsible for any damage to or loss of any data stored in the memory stick.

6. Should the Product requires repair service, customer shall be responsible for transporting the Product to one of the authorized Customer Service Centers of TSO by hand. After the service is completed, the customer is also responsible for picking it up at the same location.

7. 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.

8. 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.

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

**Sony Interactive Entertainment Hong Kong Limited**

Last updated on 1 January 2020

## **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 in 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 correct 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.