

Central Service handles all repairs for Sony Digital Imaging (e.g. Cyber-shot & Handycam and Alpha branded SLR), Portable Audio (e.g. Network Walkman & MiniDisc) and Navigation (e.g. nav-u) products.

Typically these products have a model number that starts:

<b>Digital Stills Camera</b>	<b>DSC</b>
<b>Digital SLR</b>	<b>DSLR (Body); SAL (Lens)</b>
<b>Digital Camcorder</b>	<b>DCR*</b>
<b>High Definition Camcorder</b>	<b>HDR</b>
<b>Portable Audio</b>	<b>MZ; NW-A/E/S; NW-HD</b>
<b>Personal Navigation</b>	<b>NV-U; NV-X</b>

\* except Digital8 models, which are serviced by local Sony authorised service centres, please see [www.sony.co.uk/support](http://www.sony.co.uk/support) for further information.

**If you are unsure if your product is faulty, firstly check the frequently asked questions (FAQ) found under the Service and Support link found on the [www.sony.co.uk](http://www.sony.co.uk) website; alternatively call the Sony Customer Information Centre on 08705 111 999 (Mon - Fri, 9am - 5pm)**

### To arrange service for your product;

- ① Please complete the service request form, which can be found on the last page of this booklet.
- ② Sony Central Service has a Freepost address for you to return your product. To ensure that your product arrives without damage, Sony suggest that you package the unit carefully in the original box. If the original box is not available, please take care to protect your product, preferably in a well padded box; Sony does not recommend that a product is returned in a padded ("jiffy") bag.
  - ! When returning your product in the original packing, you may wish to wrap the unit in parcel paper or place the unit in a plain box for added security.
  - ! Please enclose any rechargeable batteries with the product, along with any accessories that are required to demonstrate the problem.
- ③ Enclose the completed Central Service repair request form with your product.

### Guarantee repairs;

Please make sure that you attach a photocopy of the original receipt (proof of purchase) to confirm that your product is within the 12-months guarantee period. Please do not supply the original receipt as we cannot guarantee that your paperwork will be returned.

- ! If you do not enclose proof of purchase, we will have to treat the repair as chargeable; please refer to our fixed price charges
- ! The Sony European Guarantee does not cover physical or accidental damage. If a unit is found to have failed as a result of physical or accidental damage, a charge will be incurred. Please see 'Important information about products returned for service' overleaf

### Chargeable repairs;

For out of guarantee products, Central Service operates a simple fixed price repair system. The price covers labour, parts and carriage costs. All prices are inclusive of VAT

- Digital Stills Camera & Digital SLR (models starting DSC, DSLR or SAL) £114.56 inc VAT
- Portable Audio (models starting MZ or NW) £71.73 inc VAT
  - Except; Replacement battery for NW units £39.00 inc VAT
  - Hard Disc Drive replacement for NW units £130.48 inc VAT
- Digital Camcorder (models starting DCR / HDR) £176.25 inc VAT
- Personal Navigation (models starting NV) £85.00 inc VAT

- ④ Post your product from your local Post Office, making sure that you obtain a proof of posting certificate, to the following address;

**Sony Central Service  
FREEPOST RLTU-ELJJ-RERB  
PENCOED  
CF35 5HZ**

- ⑤ Upon receipt of your product, Central Service will send you an acknowledgement to confirm that we have received your product safely. This will be sent to the home address given on the service request form. If the repair is chargeable, an invoice will be sent once the product is repaired.
- ⑥ Once the product has been repaired, Sony Central Service will return your product to you by registered mail. For chargeable repairs, your product will be dispatched after we have received payment.



Please print in **BLOCK** capitals

**Name and address;**

Title  Name

Address

Street

Street

Town

Postcode

Telephone; Mobile  **0 7**  Daytime

On occasion, Sony may use this number to send repair updates via text message

E-mail

**Return address;**

! If you want your product returned to a different address to the one given above, please complete below, otherwise leave blank.

Address

Street

Street

Town

Postcode

**My product is;** Model  Serial

**Guarantee repair (under 12-months old)** Date of purchase

! Please attach a photocopy of the original sales receipt.

! Without a receipt, we will have to treat the repair as chargeable (see below).

**Chargeable repair (over 12-months old)**

! You will be invoiced for the repair, please refer to the fixed price repair charges.

Original Retailer;

Address

Street

Street

Town

Postcode

Please describe the fault;

Product failed on;       Tick if the fault is intermittent

**Checklist before posting;**

All documents enclosed  I have been asked to quote a reference number

Securely packed Reference

! I confirm that the above product is faulty and the reported fault is not related to a product understanding or operational issue. I have read and accept the terms and conditions detailed in this leaflet.

! Please remember to include any rechargeable batteries as well as accessories that are necessary to demonstrate the problem.

**Signature**  **Date**