

# Nordic Service Guideline

## SONY



# Sony Customer & Dealer Support

## Consumer Audio/Video (AV) and VAIO products

Sony Support answers user related questions in local language and assists with technical troubleshooting and initiation of repairs for faulty products.

The support for AV is free of charge and for VAIO it is free of charge up to 2 years from purchase.

Opening hours

Monday - Friday 9:00 - 18:00

The call centre lines are closed on local Public Holidays

### **Customer Support:**

Country	Telephone	Online Support & E-mail
Denmark	70 11 21 05	<a href="http://www.sony.dk/support">www.sony.dk/support</a>
Finland	0969 379450	<a href="http://www.sony.fi/support">www.sony.fi/support</a>
Norway	23 16 25 92	<a href="http://www.sony.no/support">www.sony.no/support</a>
Sweden	08 58 769 220	<a href="http://www.sony.se/support">www.sony.se/support</a>

### **Dealer Support:**

The Dealer Support handles all service and warranty related issues.

**The contact details are strictly available for Sony's partners and not to be distributed to end-customers!**

Country	Telephone	Online Support & E-mail
Denmark	+45 38487356	<a href="mailto:service@sony.dk">service@sony.dk</a>
Finland	+358 (0)969379365	<a href="mailto:service@sony.fi">service@sony.fi</a>
Norway	+47 23162502	<a href="mailto:service@sony.no">service@sony.no</a>
Sweden	+46 (0)771 501025	<a href="mailto:service@sony.se">service@sony.se</a>

# Sony Parts and accessories

## **Missing Accessories**

Please contact Sony's **Dealer Support** in case accessories are missing from the box upon delivery.

- The maximum time to claim missing accessories is 3 months from the delivery from Sony.
- When claiming missing accessory you need model, serial number and Sony order/invoice number.

*See Sony's Dealer Support contact details on page 2*

## **Defective accessories – In Warranty**

Please contact Sony's **Dealer Support** in case accessories becomes defective within the warranty period.

- You need model, serial number and a a description of the defect when contacting Sony's Dealer Support.

*See Sony's Dealer Support contact details on page 2*

## **Defective Spare parts or accessories – Out of Warranty**

Original Sony parts & accessories are distributed by EET EUROPARTS:

Country	Telephone	Web	E-mail
Denmark	45 82 19 19	<a href="http://www.eeteuroparts.dk">www.eeteuroparts.dk</a>	<a href="mailto:reservedele@eet.dk">reservedele@eet.dk</a>
Finland	09 47 850 900	<a href="http://www.eeteuroparts.fi">www.eeteuroparts.fi</a>	<a href="mailto:sales@eet.fi">sales@eet.fi</a>
Norway	22 91 95 00	<a href="http://www.eeteuroparts.no">www.eeteuroparts.no</a>	<a href="mailto:eet@eet.no">eet@eet.no</a>
Sweden	08 507 510 00	<a href="http://www.eeteuroparts.se">www.eeteuroparts.se</a>	<a href="mailto:parts@eet.se">parts@eet.se</a>

## **User manuals:**

For user manuals in local language please visit [www.sony.eu/support](http://www.sony.eu/support)

# Sony warranty policy

## Warranty period

### **Finland**

Warranty period is 24 months.

Sony handles end users product claim according to the Finnish consumer law.

### **Denmark**

Warranty period is 24 months.

Sony handles end users product claim up to 2 years according to the EU legislation.

### **Sweden**

Warranty period is 24 months.

Sony handles end users product claim up to 3 years according to the Swedish consumer law.

### **Norway**

Warranty period is 24 months.

Sony handles end users product claim up to 5 years according to the Norwegian consumer law.

## Conditions

- A proof of Purchase is always required for warranty repairs. In case the product has not yet been sold to an end-customer, a copy of the Sony (or distributor) invoice should be supplied.
- The Authorized Service Center will charge the repair and transportation cost in case the defect is not covered by warranty.
- For more information and warranty conditions in local language, please visit [www.sony.eu/support](http://www.sony.eu/support)

# Low cost product exchange

## Products classified as Low Cost

Low Cost product exchange is applicable on products with a normal sales value to the end-customer below:

€ 100,-  
SEK 1000,-  
DKK 1000,-  
NOK 1000,-

- If the customer reports a defect within the guarantee period, the store personnel shall control that the product has a warranty defect.
- Products with a warranty defect shall be exchanged for the customer directly in the store and reported to Sony.  
Sony will credit the value of the product or the value of a similar new model.

## Reporting defective Low Cost products

### Dealers trading directly with Sony

Credit requests should be raised through GP Tool <http://ibiss.crse.com>

See Sony's Dealer Support contact details on page 2

### Dealers trading via distributors

Credit requests should be raised via EMROX (DK, SE), Logiq RMA (NO) or via the distributor (FI)

EMROX: [www.emrox.net](http://www.emrox.net)

- An account can be requested via the web page.

Logiq RMA: <http://ee-nett.no/ombytte>

- An account can be requested by contacting Logiq at + 47 94 13 43 00

## Remark

- **The Dealer must store the exchanged product for one month after sending the request for warranty exchange.**
- **Sets exchanged without defect according to warranty terms will be returned to the dealer.**

## DOA Exchange

Sony consumer products has a 14 days DOA (Defect On Arrival) exchange policy.

The product must have been delivered from Sony Nordic during the last 3 months.

Defective or missing accessories does not permit DOA exchange, please see separate guideline for missing accessories.

All DOA cases has to be sent to a Sony authorized service partners for inspection in the original product package including a copy of the customer receipt or invoice/transportation document from Sony (or distributor) as well as a detailed description of the defect.

DOA exchange will be accepted if following criteria's are fulfilled:

- **Product is purchased less that 14 calendar days ago**
- Product is new, not dealer or demo unit (less than 100 using hours)
- The product has no visible signs of use
- Product has to be returned in the original packaging including all original accessories.
- The product should include a thorough fault description, a copy of the customer receipt, a distributor invoice or a original Sony invoice and it should be clearly state that it is a DOA request.
- Defect is according to Sony's warranty terms and conditions.

When Sony service has checked and accepted the exchange the product will be credited to the dealer.

If Sony service does not find any product defect, the product will be returned to the dealer/customer.

If the defect does not fulfil the DOA rules but fulfil the warranty terms, the product will be repaired and returned to the dealer/customer.

# Sony Authorized Service Partners Denmark

## Audio/Video products including eReaders

### Service Center Nord A/S

Hjulmagervej 15  
9490 Pandrup  
Telefon: 70101019  
e-mail: [info@scnord.dk](mailto:info@scnord.dk)  
Web: [www.servicecentergruppen.dk](http://www.servicecentergruppen.dk)

### Elektronik-Centret

Literbuen 10A  
2740 Skovlunde  
Telefon: 44503000  
e-mail: [ec-skovlunde@elektronik-centret.dk](mailto:ec-skovlunde@elektronik-centret.dk)  
Web: [www.elektronik-centret.dk](http://www.elektronik-centret.dk)

### Service Center Fyn A/S

Næsvej 9  
5610 Assens  
Telefon: 64713706  
e-mail: [info@scfyn.dk](mailto:info@scfyn.dk)  
Web: [www.servicecentergruppen.dk](http://www.servicecentergruppen.dk)

### Elektronik-Centret

Gunnar Clausensvej 19  
8260 Viby J.  
Telefon: 87425800  
e-mail: [ec-aarhus@elektronik-centret.dk](mailto:ec-aarhus@elektronik-centret.dk)  
Web: [www.elektronik-centret.dk](http://www.elektronik-centret.dk)

### Service Center Øst A/S

Hørskættens 4B  
2630 Taastrup  
Telefon: 70101019  
e-mail: [info@scost.dk](mailto:info@scost.dk)  
Web: [www.servicecentergruppen.dk](http://www.servicecentergruppen.dk)

## VAIO computers

### Elektronik-Centret

Literbuen 10A  
2740 Skovlunde  
Telefon: 44503000  
e-mail: [ec-skovlunde@elektronik-centret.dk](mailto:ec-skovlunde@elektronik-centret.dk)  
Web: [www.elektronik-centret.dk](http://www.elektronik-centret.dk)

## Sony Alpha – D-SLR

### Service Center Øst A/S

Hørskættens 4B  
2630 Taastrup  
Telefon: 70101019  
e-mail: [info@scost.dk](mailto:info@scost.dk)  
Web: [www.servicecentergruppen.dk](http://www.servicecentergruppen.dk)

## Tablets

### Telecare Denmark

Randersvej 28  
6700 Esbjerg  
Tlf.: 70 20 75 76  
E-mail: [service@telecareservice.dk](mailto:service@telecareservice.dk)  
Web: [www.telecareservice.dk](http://www.telecareservice.dk)

# Sony Authorized Service Partners Finland

**Audio/Video and IT products including eReaders, Alpha D-SLR and VAIO computers**

**Infocare Oy**  
**Silvastintie 1**  
**01510 VANTAA**  
**Puhelin: 10 310 8100**  
**Fax: 010 310 8300**  
**Email: [huolto@infocare.fi](mailto:huolto@infocare.fi)**

## **Tablets**

**SCF Huolto Oy**  
**Kolmionkatu 5D**  
**33900 Tampere**  
**Puhelin: 035 600 302020**  
**Email: [www.scfhuolto.fi/contact.html](http://www.scfhuolto.fi/contact.html)**



# Sony Authorized Service Partners Norway

## Audio/Video products including TV, Alpha – D-SLR and eReaders

**Service Kompaniet AS**  
Tvetenveien 32  
0666 Oslo  
Tel: 21 03 21 30  
E-mail: [post@servicekompaniet.no](mailto:post@servicekompaniet.no)  
Web: [www.servicekompaniet.no](http://www.servicekompaniet.no)

**Servicekompaniet AS**  
Strandgaten 224  
5004 Bergen  
Tel: 55 23 30 32  
Fax: 55 23 28 04  
E-mail: [post@servicekompaniet.no](mailto:post@servicekompaniet.no)  
Web: [www.servicekompaniet.no](http://www.servicekompaniet.no)

## TV

**Elesco Norge AS**  
See homepage for info  
Tel: 81 50 99 90  
E-mail: [post@elesco.no](mailto:post@elesco.no)  
Web: [www.elesco.no](http://www.elesco.no)

## VAIO Computers

**Infocare**  
Industriveien 65  
2206 Kongsvinger  
Tel: 81 58 13 33  
Fax: 38 06 60 61  
[repair@infocare.no](mailto:repair@infocare.no)  
[www.infocare.no](http://www.infocare.no)

## Tablets

**Deltaservice Drammen**  
Kjellstadveien 5  
3402 Lier  
Tel: 32 24 28 70  
[sonyericsson@deltaservice.no](mailto:sonyericsson@deltaservice.no)  
[www.deltaservice.no](http://www.deltaservice.no)

# Sony Authorized Service Partners Sweden

## Audio/Video products including TV and eReaders

**Assist Workshop Linköping**  
Roxviksgatan 8  
582 73 Linköping  
Telefon: 013-356 250  
Telefax: 013-356 255  
Email: [linkoping@assistworkshop.se](mailto:linkoping@assistworkshop.se)  
Web: [www.assistworkshop.se](http://www.assistworkshop.se)

**Assist Workshop Stockholm**  
HAMMARBYACKAN 43  
121 45 JOHANNESHOV  
Telefon: 08-57866600  
Email: [info@assistworkshop.se](mailto:info@assistworkshop.se)  
Web: [www.assistworkshop.se](http://www.assistworkshop.se)

**Assistservicekedjan**  
E-mail: [info@assistkedjan.se](mailto:info@assistkedjan.se)  
Se hemsida för info.  
Web: [www.assistkedjan.se](http://www.assistkedjan.se)

## Sony Alpha – D-SLR

**Assist Workshop Linköping**  
Roxviksgatan 8  
582 73 Linköping  
Telefon: 013-356 250  
Telefax: 013-356 255  
Email: [linkoping@assistworkshop.se](mailto:linkoping@assistworkshop.se)  
Web: [www.assistworkshop.se](http://www.assistworkshop.se)

## VAIO Computers

**Infocare CS AB**  
Arabygatan 9  
352 46 Växjö  
Tel: 077-670 03 03  
Fax: 0470-70 54 78  
[kc@infocare.se](mailto:kc@infocare.se)  
[www.infocare.se](http://www.infocare.se)

## Tablets

**Telecare Sweden**  
Viaduktgatan 8  
341 42 Ljungby  
Tel: 077-1865 000  
[service@telecareservice.se](mailto:service@telecareservice.se)  
[www.telecareservice.se](http://www.telecareservice.se)