

Nordic Service Guideline

SONY CONSUMER ELECTRONICS



Sony Customer Support2

Sony Dealer Support2

Sony Parts and accessories3

Sony warranty policy.....4

Low cost product exchange.....5

DOA Exchange6

Sony Authorized Service Partners [Denmark].....7

Sony Authorized Service Partners [Finland]8

Sony Authorized Service Partners [Norway]9

Sony Authorized Service Partners [Sweden] 10

Sony Customer Support

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

Opening hours

Monday - Friday 9:00 - 17:00*

*The lines are closed on local Public Holidays

Country	Telephone	Online Support & E-mail
Denmark	38 32 27 24	www.sony.dk/support
Finland	09 6937 9450	www.sony.fi/support
Norway	23 16 25 92	www.sony.no/support
Sweden	08 58 769 220	www.sony.se/support

Sony Dealer Support

Sony Dealer Support handles all service and warranty related matters.

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 38322722	service.da@eu.sony.com
Finland	+358 (0) 969379326	service.fi@eu.sony.com
Norway	+47 23162438	service.no@eu.sony.com
Sweden	+46 (0) 858770482	service.se@eu.sony.com

For credit note related inquiries, please contact
svcadm.no@sony.com

Sony Parts and accessories

Missing Accessories

Please contact Sony's **Dealer Support** (page 2) 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 or 14 days from the product is sold to a customer.
- Mobile phone: For mobile phone accessories, time to claim should be within 7 days from proof of purchase.
- The model- and serial number and a copy of the Sony order/invoice/delivery document customers Proof of purchase are required.

Defective accessories – In Warranty

Please contact Sony's **Dealer Support** (page 2) in case accessories become defective within the warranty period.

- The model- and serial number and a copy of the Sony order/invoice/delivery document are required.

Defective Spare parts or accessories – Out of Warranty

Original Sony parts & accessories are distributed by our Sony authorized service centres found in the section "Sony Authorized Service Partners"

User manuals

Please visit www.sony.eu/support or www.sonymobile.com/support for manuals in local language.

Sony warranty policy

Warranty period

Finland

Warranty period is 24 months.

Sony handles statutory right claims according to the Finnish consumer law.

Denmark

Warranty period is 24 months.

Sony handles statutory right claims according to the Danish consumer law.

Sweden

Warranty period is 24 months.

Sony handles statutory right claims according to the Swedish consumer law.

Norway

Warranty period is 24 months.

Sony handles statutory right claims 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/delivery/order document 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 terms & conditions in local language, please visit www.sony.eu/support
- Mobile phones: To make a statutory warranty claim the date of purchase and service history needs to be attached when the service order is created.

Low cost product exchange

Low Cost product exchange is applicable on products, except for mobile phones, with a sales price incl. VAT% to the end-customer below:

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

- Store personnel shall verify that the product has a warranty defect.
- Products with a confirmed warranty defect shall be exchanged by the store and reported to Sony.
- Sony will credit the value of the product, or the value of a similar current model.

Reporting defective Low Cost products (Not for mobile phones)

All requests should be raised via Xpos.

An Xpos account creation is required if not available yet at <https://www.xpos.eu/>

- Once logged in, select 'Activate other brand' from the dashboard to activate the Sony tile
- A user guide is available from the homepage
- Support can be called via the Help/Contact link

For credit note related inquiries, please contact svcadm.no@sony.com

Nordic Service Guideline

Rev. 5/31/2023

REMARK	The exchanged product must be stored by the dealer for <u>one</u> month after the request for warranty exchange has been approved by Sony. Sony may request to have such products collected for inspection.
--------	---

DOA Exchange

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

Mobile products have a 7 days DOA.

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

Defective or missing accessories do not permit DOA exchange

- *Please contact Sony's Dealer Support (page 2).*

All DOA cases have to be send to a Sony authorized service partner 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 than 14 calendar days ago** (Mobile 7 days)
- 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 Proof of Purchase, a distributor invoice or an original Sony invoice, and it should be clearly stated that it is a DOA request.
- Defect is according to Sony's warranty terms and conditions.

Nordic Service Guideline

Rev. 5/31/2023

When Sony's service partner has checked and accepted the exchange, the product will be credited to the dealer or distributor who bought the product from Sony.

The product will be returned in case Sony service does not find a warranty defect.

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

Sony Authorized Service Partners [Denmark]

Audio/Video products excluding Alpha α (DSLR/CSC)

Service Center Gruppen A/S (SC Øst)

Hørskæften 4B

2630 Taastrup

Telefon: 70101019 / e-mail: info@scost.dk

Web: www.servicecentergruppen.dk

Repair Booking via: www.servicebroker.dk

Camera/Lens: Alpha α (DSLR/CSC) (via www.servicebroker.dk)

Electrocare Nordic AB (former Infocare Workshop AB)

Låsbleckgatan 7

589 41 Linköping

Telefon: 0776-70 03 03 / Email: kc.se@elcare.com

Repair Booking via: www.servicebroker.dk

Xperia (Mobile products)

Care1 Sweden

Viaduktgatan 8

34132 Ljungby

Sweden

Phone:+46 (0) 372-920 70 (Mon-Fri: 9:00 – 17:00)

Email: info@care1.se

Repair Booking via: <https://care1.se/>

Sony Authorized Service Partners [Finland]

Audio/Video products excluding Camera/Lens

Elcare Nordic Oy (former Infocare Workshop Oy)

Silvastintie 1

01510 VANTAA

Puhelin: 010 574 5200 / Email: huolto.fi@elcare.com

Dealer Repair Booking: <https://partner.elcare.com>

Camera/Lens: Alpha α (DSLR/CSC)

Electrocare Nordic AB (former Infocare Workshop AB)

Låsbleckgatan 7

589 41 Linköping

Puhelin: +46 776-70 03 03 / Email: kc.se@elcare.com

Dealer Repair Booking: <https://partner.elcare.com>

Xperia (Mobile products)

Resete

Hiomotie 10

00380 Helsinki

Puhelin: 0600 0 1060 / Email: huolto@resete.fi

Repair Booking: <https://kirjaahuolto.fi/fi/web/resete-repair-booking/repair-booking>

Sony Authorized Service Partners [Norway]

Audio/Video products including Camera/Lens: Alpha α (DSLR/CSC)

Service Kompaniet AS

Stålfjæra 26

0975 Oslo

Tel: 21 03 21 30 / E-mail: post@servicekompaniet.no

Web: www.servicekompaniet.no

Only Audio/Video products

Servicekompaniet AS

Strandgaten 224

5004 Bergen

Tel: 55 23 30 32 / E-mail: post@servicekompaniet.no

Web: www.servicekompaniet.no

Xperia (Mobile products)

Care1 Norway (Forward to Care1 Sweden)

Hundskinnveien 96

1711 Sarpsborg

Phone: +47 69 87 87 10 (Mon-Fri: 09:00 – 11:00 & 12:00 – 15:00)

Email: info@care1.nu

Repair Booking via: <https://care1.nu/>

Sony Authorized Service Partners [Sweden]

Audio/Video products including Camera/Lens: Alpha α (DSLR/CSC)

Electrocare Nordic AB (former Infocare Workshop AB)

Låsbleckgatan 7

589 41 Linköping

Telefon: 0776-70 03 03 / Email: kc.se@elcare.com

Dealer Repair Booking: <https://partner.elcare.com>

Xperia (Mobile products)

Care1 Sweden

Care1 Sweden

Viaduktgatan 8

34132 Ljungby

Sweden

Phone: +46 (0) 372-920 70 (Mon-Fri: 9:00 – 17:00)

Email: info@care1.se

Repair Booking via: <https://care1.se/>