

# PrimeSupportElite

**PSP.VPLVW270.2X**

Version 1

2 Years PrimeSupportElite Extension OR 12000hrs, including Helpdesk access Mon-Fri 9-18:00 CET, Standard repair with logistics covered and Loan unit for the duration of repair. For models: VPL-VW270.

August 2020

This document gives You details of your PrimeSupport Agreement with Us. Please read it carefully. To activate the Support Services you must register your agreement and provide proof of purchase before any services can be provided.

## **The Agreement**

We will provide Support Services to You for the Supported Products as detailed in the Schedule of Services and Standard Terms and Conditions as published on the website.

## **Service Period**

The Service Period of this Agreement is for 2 year(s) OR 12000hrs whichever comes first, and starts on the Start Date as defined in the Terms and Conditions, other than in the case of an extension or renewal of the provision of Support Services in which case the Service Period will commence on the end date of the previous service period, which is being extended or renewed.

## **Supported Products**

This Agreement covers the Supported Products you have purchased as defined in the Terms and Conditions.

## **Exclusions & limitations**

We do not cover option cards, lamps, accessories and consumable items, or provide any cleaning or preventative maintenance services, as these will remain your responsibility unless defined otherwise in the Schedule of Services.

Schedule of Services

Features	Services Provided
PrimeSupport Helpdesk	<p>Helpdesk support services are available Monday to Friday 09:00-18:00 CET (Central European Time), excluding Local National Holidays. Visit <a href="http://pro.sony/EU-support-contact-us">http://pro.sony/EU-support-contact-us</a> to find the contact details.</p> <p>The multilingual team (English, French, German, Italian and Spanish) provide access to product specialists, who are able to advise and act as the first point of contact for Service &amp; Support enquires.</p> <p>Where diagnosis cannot be made by the helpdesk, the issue may be escalated to a senior specialist.</p>
Standard Repair	<p>Where the issue cannot be resolved by the Helpdesk, We will arrange to collect the faulty unit for repair.</p> <p>*We reserve the right to replace items beyond economic repair with a refurbished model of a similar specification.</p>
Express Loan Unit	<p>Where the issue cannot be resolved by the Helpdesk, we will arrange for a loan unit to be shipped to an agreed address.</p> <p>You will receive a loan unit until the repaired unit is returned to You. We target to despatch the loan unit the same day if diagnosed before 15:00 CET Monday to Friday. The loan unit may not be the same model; however We will make all reasonable effort to restore Your specific requirements for functionality.</p> <p>Within 5 working days of the repaired unit being returned to You please make the loan unit available at ground level for courier collection. Loan units must be returned with all supplied accessories and parts, failure to do so may result in an additional charge.</p>
Logistics Covered	<p>Our repair center will inspect the unit. If We find the unit suffers from accidental damage or no fault is found We may invoice You for the cost of shipment &amp; labour.</p> <p>Units can be collected from and returned to any address within mainland areas of the following countries, *Albania, Austria, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City and United Kingdom. For all other areas, please contact the helpdesk for further assistance.</p> <p>Regardless of repair route chosen by the helpdesk, all parts and labour costs will be covered under this agreement subject to the standard terms and conditions. Some geographical locations outside the EU, may cause shipment delays, which will result in a longer resolution time.</p>
Software	<p>Upgrades and Updates are not provided as standard, unless the product requires a version upgrade or minor update to fix the issue. Also remote diagnosis and monitoring is not provided as standard.</p>

This Schedule of Services incorporates the Sony Standard Terms & Conditions for the provision of PrimeSupport as published on the website. Please ensure that you read these Terms and Conditions, as your registration for PrimeSupport constitutes acceptance of the Sony Standard Terms and Conditions for the provision of PrimeSupport and the contents of this Schedule of Services.

For any questions or clarifications please email [primesupport@eu.sony.com](mailto:primesupport@eu.sony.com)