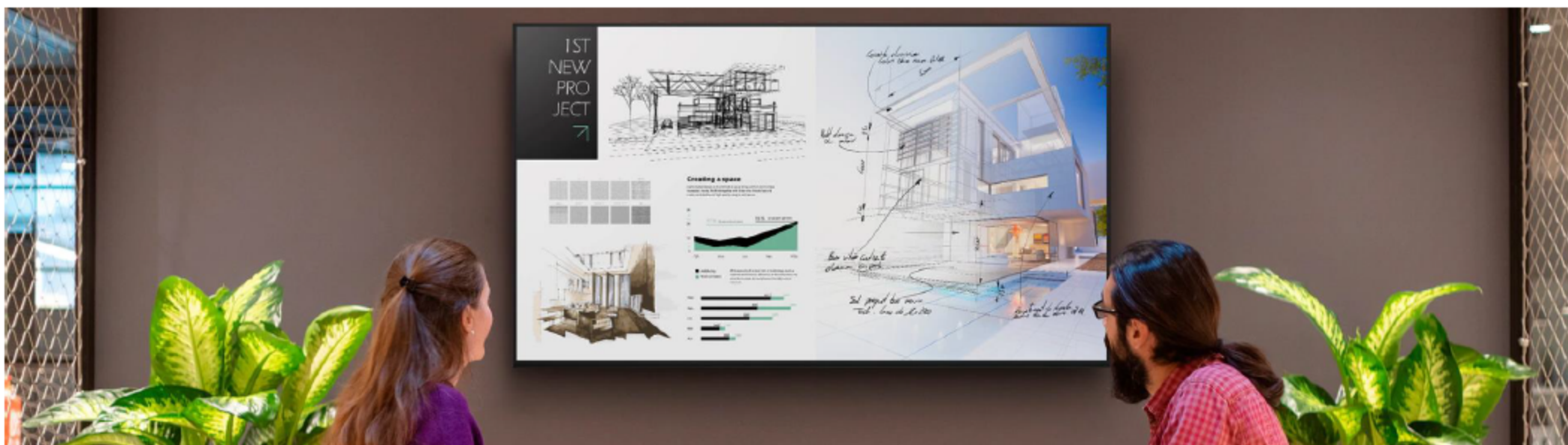


## ELITE



Protect with  
Extended Service  
and Support



EU wide professional “ELITE” Helpdesk available Mon-Fri 9am-6pm



Advanced Exchange<sup>1</sup> of the display in 4-7 days<sup>2</sup>



Onsite Tech-assistance<sup>3</sup>: technician removes original unit, installs replacement, and ships non-working unit to Sony



Faulty displays are recycled as part of our Road to Zero initiative



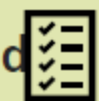
3years as standard. +2years extensions available (up to 30,000hrs)

### How to exchange your device

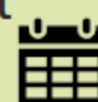
1

Call “ELITE” 


2

Defect Approved 

3

Appointment  
with Local  
Partner 

4

Onsite Advance  
Exchange 


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