

Image Sensing Solutions (ISS) Warranty Returns

Scope

Sony warrants that ISS products shall be free from defects in materials or workmanship during the Warranty Period (as defined below) according to the standard warranty policy for Semiconductor and Electronic Solutions. Full details on Sony's Terms and Conditions of business are available at www.sony.co.uk/t&c

Sony shall provide suitable support for products sold under its OEM policy. Sony support for OEM products ("Products") is provided to direct customers only. Products not purchased direct from Sony should be returned via the original place of purchase of the products.

ISS Product Warranty terms and period

If a Product fails to conform to the warranty within the warranty period stated below, Sony will, at its sole discretion, either repair or replace the product or will issue a credit note.

All Products returned, outside of its warranty period, will be treated as an Out of Warranty Return. The Sony Hotline will advise the warranty status at time of Return Material Authorisation (RMA) issue. Sony reserves its rights to amend the warranty status at any time and will notify the claimant accordingly.

Out of Warranty claims will be quoted to the claimant for written approval, prior to any parts being ordered, or work commencing.

Warranty Periods	
EVI Range (sold by Sony ISS)	15 months from Date of Sony Invoice
FCB Range	6 months from Date of Sony Invoice
XC Range	39 months from Date of Sony Invoice
XCD Range	15 months from Date of Sony Invoice
XCG & XCL Ranges	39 months from Date of Sony Invoice
UMC & QX & SEL lenses (sold by Sony ISS)	15 months from Date of Sony Invoice

An RMA needs to be filed prior to Products return (see below request procedure).

RMA's are valid for 30 days from date of issue. Sony reserves the right to close any RMA, where Products have not been received, or notification from the customer has been received by Sony to advise of a delay. Sony will send written advice to the RMA originator to confirm RMA closure.

If the RMA has been closed, a new one may be requested from the Sony Support Hotline. If an RMA was issued but the Product was not returned on time, please advise the Support Hotline of your previous RMA number.

Sony aims to complete all In Warranty claims within 10 working days, from receipt at the advised Sony Authorised Service Centre. This is subject to spare part availability, where Sony does not guarantee availability. Where lead-times are likely to be extended, Sony will issue advisement to the RMA originator.

Note:

All Products must be returned in original condition, as received from Sony, without non-Sony accessories or integrated into non Sony equipment.


Please see comments on the RMA Request form for description of the information required.

ISS Warranty RMA Request process

1) – Complete the Sony ISS Warranty RMA Request form and email it to the following contacts:

Sony ISS Support Hotline: Priority.TIC@eu.sony.com

Sony ISS Service: storstation.service@eu.sony.com

Double click here <> for the form (English version), or alternatively request a copy (French / German & Italian versions available) from the Sony ISS Support Hotline.

2) – Sony will verify Warranty status and issue either an “In Warranty” (IW) or “Out of Warranty” (OOW) RMA accordingly. Sony aims to issue all RMA’s within 24 hours of request.

Please Note: where Warranty status cannot be verified, either based on serial number or Sony Invoice date, Sony reserves the right to issue an OOW RMA only.

3) – You will be required to return the Product to the nominated Authorised Repair Centre, as advised on the RMA Request form issued. It is the responsibility of the shipper to ensure that the Product is sufficiently packed to protect it during transport. Sony recommends using the original packaging where possible, or suitable alternative packaging.

Please Note: For shipment from outside the European Union, the Incoterms for this shipment must be DDP (Delivery Duty Paid)

4) – Upon receipt, the Product will undergo a visual check and will be verified against the RMA. Any Product received that does not match the issued RMA may be returned without testing or repair.

5) – (IW RMA) Sony will fully test the Product to Sony manufacturing specification and where appropriate, Sony will repair, swap or issue credit to Sony’s direct customer. Where a credit note is to be issued, this will be within a reasonable period which shall not exceed 30 days of Sony responsibility being confirmed.

Please Note: Sony, at its sole discretion, reserves the right to repair or credit the Product without prior notification. Where a credit is issued, this will be at the value of a replacement Product and not necessarily the original purchase price. Any replacement Products must be ordered via your usual Sony Sales Channel.

5) – (OOW RMA) Sony will fully test the Product to Sony manufacturing specification and will prepare OOW Quotation. This will be submitted to the RMA requester for approval. The Quote will include Labour, Spare Parts and Return Transport costs.

Please note: No Spare parts will be ordered or work commenced until written approval is received by Sony. If OOW Quotation is refused by the customer, Testing and Transport charges may be applicable. Please contact the Support Hotline for details.

6) – Once written quote approval has been received, the repair will commence and required spares will be ordered. Sony aims to complete repair within 10 days. Once the repair is complete, the Product will be shipped back to you directly.

SONY ISS SUPPORT HOTLINE CONTACT DETAILS

Telephone Number: +44 (0) 1656 867343

Email: Priority.TIC@eu.sony.com

**** Calls will be charged at Standard UK call rates**