



Dear Customer,

We congratulate you on your purchase of a SONY! With it comes the pride and confidence of knowing that each product is a concept of the latest technological innovation and quality. And because we genuinely care for you, we shall always welcome any comment or suggestion to continually provide you with better products and services.

Should you require further information on Sony products and other related matters, the Customer Contact Center will be on hand to assist you. Our address and telephone numbers are as follows:

THE CUSTOMER CONTACT CENTER

Sony Philippines, Inc. 8th Floor Net Square Building Third Avenue corner 28th Street Crescent Park West Bonifacio Global City, Taguig MM, 1634 PHILIPPINES
Tel #: 860-3333, Fax #: 860-3398

Thank you for your continued patronage.

Sincerely,
SONY PHILIPPINES, INC.

For the latest product information, please visit our website at www.sony.com.ph

ONE (1) YEAR MANUFACTURER'S LIMITED WARRANTY AND SERVICE CONDITIONS FOR VAIO

IMPORTANT: PLEASE READ CAREFULLY

This One (1) Year Limited Warranty and Service Conditions applies to SONY VAIO computer hardware product (the "Product") sold by Sony Philippines, Inc. ("SONY") or SONY'S Authorized Dealers in the Philippines, for such customer's own use and not for resale (the "Purchaser").

This Limited Warranty begins on the date of purchase from SONY or any of SONY'S Authorized Dealers in the Philippines and expires ONE (1) YEAR after the date of purchase (the "Limited Warranty Period").

TERMS AND CONDITIONS:

- (1) SONY hereby warrants that the Product is free from defects in materials, design, and workmanship and conforms to the specifications provided with the Product within the ONE (1) YEAR WARRANTY from date of purchase, under normal use and service. After this period, a charge will be made on any service, labor, adjustment, or replacement of parts.
- (2) To validate this warranty, purchaser is requested to ask the dealer to fill-up the Customer Registration Form (front and back) at the time of original purchase of this Product. If the dealer has not completely filled up the forms, the purchaser is requested to present the original dealer's invoice together with this warranty certificate for verification purposes whenever any service is requested during the warranty period. In all cases, however, the warranty card or the official receipt along with the Product to be serviced or returned shall be sufficient for the purchaser to avail of the warranty that comes with this Product.
- (3) This Limited Warranty is void if the original model name and serial number of the Product is altered, erased, missing, defaced, obliterated, removed, illegible, tampered or there is misrepresentation in any form.
- (4) SONY will, in its sole discretion, repair or replace with the same or equivalent Product or part (through SONY'S Service Department or its Authorized Service Centers) without any charge (i.e. free cost of labor and cost of repair/ replacement parts), the Product or any part of it which shall, upon examination by SONY'S Service Department or Authorized Service Center, be found to its satisfaction to be defective as to materials and/or workmanship or fails to meet the specifications provided with the Product within ONE (1) YEAR from date of original purchase.
- (5) In case of repair or replacement, SONY reserves the right to use new, equivalent to new or re-conditioned parts made by various manufacturers. Where a replacement is made under this Limited Warranty, the Product or part(s) replaced shall become the property of SONY.
- (6) The repair or replacement of the Product or a part of it does not extend or re-start the one (1) year Limited Warranty Period.
- (7) This Limited Warranty extends only to the original first end-user of the Product and it is not transferable or assignable to any subsequent purchaser or end-user.
- (8) To the full extent permitted by law –
 - (a) This Limited Warranty will not apply if the Product has not been installed, operated, maintained or used in accordance with the manufacturer's installation and operating instructions provided with the Product.
 - (b) This Limited Warranty does not cover any damage, loss, defect, malfunction, or failure of this Product due to: normal wear and tear, acts of God, natural disaster, negligence, accident, corrosions, misuse, abuse, fire, liquid spillage, use on an incorrect voltage, voltage supply problems, power surges and dips, unauthorized repairs or tampering by any persons, unauthorized modifications, improper maintenance or care, inappropriate or improper installation or set-up, use of defective or incompatible accessories, entry of any insect, vermin, or foreign in the Product.

(c) This Limited Warranty will not apply to the exterior finish of the Product, to transportation costs, to any consumable items (such as batteries) supplied with the Product, to any accessories which is not contained in the Product (such as mouse, AC adaptor, port replicator, and external speaker), cosmetic damages (such as wear and tear, scratches and dents, and scratched, faded or discolored keycaps), to any damage or loss to any software programs, data or removable storage media, to any third party software or hardware not contained in the Product as originally configured by the manufacturer.

(d) To any damage or failure to the extent not covered by the original manufacturer warranty.

(9) This Limited Warranty will not apply when the failure or malfunction results from the use of the Product in conjunction with any accessories, products or ancillary or peripheral equipment, or where it is determined by SONY that the failure is not a failure of the Product to perform in accordance with its specifications.

(10) This Limited Warranty covers only the hardware components contained in the Product. It does not cover technical assistance for hardware or software usage and any software products contained in the Product. SONY disclaims all express or implied warranties in respect of any software provided with Product and any such software is provided "AS IS" unless expressly provided for in any enclosed software limited warranty. Please refer to the "End User License Agreements" included with Product for your rights with regard to the licensor or supplier of the software parts of the Product and the parties' respective obligations with respect to the software.

(11) Before returning this Product for service, it is your responsibility to make back up copies of all the data you have stored or software you have installed on the hard disk drive or other storage devices and remove any confidential, proprietary, or personal information, as a precaution against possible failures, alteration, or loss of the data. It is likely that the contents of your hard disk drive will be lost or reformatted in the course of service. SONY will not be responsible for (a) any damage to or loss of any programs, data or other information stored on any media or any part of the Product serviced hereunder, OR (b) the restoration or reinstallation of any programs or data other than software installed by SONY when the Product was manufactured.

(12) IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE HARD DRIVE ARE ALTERED, DELETED, OR IN ANY WAY MODIFIED, SONY IS NOT RESPONSIBLE WHATSOEVER. YOUR PRODUCT WILL BE RETURNED TO YOU CONFIGURED AS ORIGINALLY PURCHASED (SUBJECT TO AVAILABILITY OF SOFTWARE).

(13) Make sure to remove all third parties' hardware, software, features, parts, options, alterations, and attachments not warranted by SONY prior to the service of the Product. SONY shall not be responsible and fully disclaims any and all liability for any loss or damage to these items.

(14) Please bring this Product to the nearest SONY Authorized Service Centers (see back page) to avail of warranty service. Tampering by unauthorized technicians will invalidate this warranty.

(15) This warranty is valid only in the Republic of the Philippines.

(16) This warranty is the sole and exclusive remedy of the purchaser. SONY shall not liable for any indirect, special, incidental, punitive, exemplary, consequential or economic damage or loss (including loss of profits, use, anticipated savings, goodwill or business opportunities and loss or deletion of or modification to data, software of information) arising from or related to the warranty (including Sony's services under it.)

(17) SONY'S aggregate liability under or in relation to the warranty (including Sony's services under it) shall be limited to the cost of replacing the product with the same or an equivalent product, or of repairing the product, whichever is lower.

(18) SONY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES THAN STATED HEREINABOVE, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE FULLEST EXTENT PERMITTED BY LAW.



CUSTOMER REGISTRATION FORM

CUSTOMER NAME: _____ TELEPHONE NO: _____

CUSTOMER ADDRESS: _____ SERIAL NO: _____

E-MAIL ADDRESS: _____ INVOICE NO: _____

MODEL NO: _____ DATE OF PURCHASE: _____

DEALER NAME: _____ SIGNATURE OF PROMOTER: _____

DEALER ADDRESS: _____

SIGNATURE OF DEALER'S AUTHORIZED REPRESENTATIVE: _____