

XPERIA VIP FAQs

How will I know if I am entitled to VIP Services?

The Xperia VIP Services are applicable to those who own Xperia Z series models starting from Xperia Z1 model onwards. The unit must be purchased through a Sony Authorized dealer (must have Official Sony Philippines Warranty Card and Xperia VIP card supplied) and still within the 1 year warranty period.

How can I tell if my Xperia unit is a legitimate unit?

Your unit must have the NTC sticker. You may also look for the Official Sony Philippines Warranty Card as well as the Xperia VIP card inside the box of the unit.

How can I tell if my Xperia unit is still within the 1-year warranty period?

Your unit's warranty period starts from date of purchase. You may refer to your Official Receipt to verify the date. If you obtained your unit through a network's post-paid plan, you may refer to the Certification issued to you by the mobile operator.

How many times can I avail of VIP services?

There is no limit in terms of number of availment of VIP Services as long as your Xperia handset is still within warranty by the time it needs servicing or repair.

Do XPERIA accessories come with warranty? Are they included in the VIP services?

All accessories included in the standard package come with 1 year warranty, except for mishandled or tampered items. But these accessories are NOT included in the Xperia VIP Services.

I am encountering problems with my Xperia unit. What is the first thing I should do?

Please get in touch with our Xperia Customer Contact Center. You will need to provide your name, contact number as well as your unit's details to the CCC agent who will answer your call. The same CCC agent will diagnose the problem you're facing with your unit. If the problem persists even after the troubleshooting, the CCC agent will ask for your preferred schedule of pick-up and if you would also like to request for a loaner unit. The CCC agent will call you back within 24 hours to confirm the agreed schedule.

I am always encountering busy tone whenever I call your Xperia Customer Contact Center.

Aside from calling, you may also send an email or an SMS to Xperia Customer Contact Center. Please send your VIP queries to questions.PH@support.sonymobile.com or Send SMS by keying in <Sonyphils> space <VIP> space <name> space <handset model> space <IMEI number> then send to 2327 for Globe users or 0917-8902327 for other networks. Response time is within 24 hours except on Weekends and Public holidays.

I live outside Metro Manila. How will I know if my area is still covered by VIP Services?

VIP Services specifically for free pick-up and delivery service cover areas nationwide.

How long do I need to wait for the free pick-up and delivery to happen?

Free pick-up and delivery can happen anytime between 9AM to 6PM Mondays to Saturdays except Sundays and public Holidays. Schedule will be confirmed to you by the Xperia Customer Contact Center agent. Leadtime will depend on accessibility of your location.

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What if suddenly I am not available on the confirmed schedule of pick-up/delivery?

You may appoint a representative who can be present on your behalf. You must leave your representative with the defective unit, an Authorized Letter signed by you and a copy of your valid ID. If you're unable to find a representative, you may contact our Xperia Customer Contact Center to have the pick-up/delivery rescheduled.

Can I avail of the VIP Services from service center or from the shop where I bought my unit?

No. Availment of VIP Services must be done by booking the free pick-up and delivery schedule with our Xperia Customer Contact Center. Requests for loaner unit must be coursed through the Xperia Customer Contact Center as well.

I want to leave my defective unit at the service center or at the shop but I would still like to avail of the loaner unit.

You may leave your name as well as contact details with the Service center or Shopfront staff . An agent from our Xperia Customer Contact Center will call you to confirm your request, your preferred delivery address as well as the schedule of delivery of the loaner unit.

What are the details of the loaner unit which will be provided to me?

The loaner unit is free, of lower model and subject to availability. It is also guaranteed to be of excellent working condition. The loaner unit doesn't come with any accessories.

How can I avail of the loaner unit?

Please get in touch with our Xperia Customer Contact Center. The loaner unit will be provided to you upon your request and/or if Xperia Customer Contact Center agent fails to solve your unit's issue even after conducting proper troubleshooting. Should you be requesting for it, it will be delivered to you same date/time as the pick-up schedule of your defective unit. You will need to sign a Loaner Agreement Form upon receiving it. Once your defective unit has been repaired and delivered back to you, you would be required to return the loaner unit.

What is included in the Loaner Agreement form?

Loaner Agreement form indicates that the loaner unit remains at all times the property of Sony Philippines Inc. (SPH) and SPH reserves the right to require the loaner unit be returned upon request without any need for reason. It also states that you agree to be responsible of the loaner unit during the loaner unit period and that you will compensate Sony for any loss or damage to the loaner unit which maybe at an amount based on current retail price of a similar model.

What happens if the loaner unit becomes defective while still in my possession?

Your repaired unit will not be released to you if loaner unit incurs any damage/lost while still in your possession. If something happens to the loaner unit, please report it immediately to Xperia Customer Contact Center.