

SONY®



Guarantee

GUARANTEE FOR CONSUMERS IN AUSTRALIA, NEW ZEALAND and FIJI

Thank you for buying this Product. We hope you enjoy using it.

The term “Product” means (i) your PlayStation® console, and (ii) any official PlayStation® peripherals supplied in the box with your PlayStation® console, and (iii) any official PlayStation® peripherals sold separately which contain a warranty statement on the peripheral’s packaging or in its instruction manual.

Please note: the system software pre-installed in the Product or subsequently provided via updates or upgrade releases is licensed to you, not sold, and is for use only as part of the Product. The terms of such system software licence are at eu.playstation.com/legal.

This Guarantee is given to you, the first user of the Product by Sony Computer Entertainment Europe Limited (“SCEE”) of 10 Great Marlborough Street, London, W1F 7LP, United Kingdom. It is personal to you and cannot be used by anyone else. This Guarantee is in addition to your statutory consumer rights (under applicable law) and does not affect them in any way.

Our Guarantee to you: SCEE guarantees that this Product is free from defects in materials and workmanship that result in Product failure during normal usage in accordance with the terms set out below and will, for a period of 1 (one) year from the date of original purchase (the “Guarantee Period”), repair or, at SCEE’s option, replace any component part of this Product, free of charge, where it is faulty due to defective materials or workmanship. Replacement will be with a new or, at SCEE’s option, refurbished component or console, which is guaranteed for the longer of 3 (three) months or

the remainder of the original Guarantee Period. This Guarantee does not cover your data; any software or PlayStation® games whether or not packaged or included with the Product; any PlayStation® peripherals that are not manufactured by or for SCEE; or any PlayStation® accessories.

IMPORTANT

1. If you need to claim under this Guarantee, please call your local Customer Service helpline shown in this manual for return instructions.
2. Where SCEE has put this Product on the market in Australia, New Zealand or Fiji, this Guarantee is valid in Australia, New Zealand and Fiji provided:
 - a. the original sales receipt or invoice or other proof of purchase indicating the date of purchase and retailer’s name, which has not been altered or defaced since the date of original purchase, is presented together with the Product within the Guarantee period; and
 - b. any Guarantee seal and the serial number on the Product have not been damaged, altered, defaced or removed; and
 - c. there is no evidence that any attempt (successful or otherwise) has been made to open or remove the casing of the Product.
3. SCEE may elect at its option to repair or replace the Product.
4. Repair or replacement may involve installation of the latest software or firmware updates for the Product.
5. Products with Removable Hard Disk Drive (“HDD”)
 - a. If the Product includes a removable HDD on purchase, when arranging for warranty service under this Guarantee, our Customer Service helpline will discuss with you whether you should leave that HDD Product or remove and retain the HDD prior to the return of the Product for warranty service.

- b. If the Product is returned with the HDD for warranty service, repair or replacement of the Product will involve reformatting that HDD.
 - c. If the Product is returned without the HDD for warranty service, we will if possible give the repaired or replaced unit the same unique internal identification as the returned Product. If for any reason we are unable to rewrite the original Product ID and you wish to receive warranty service, you will need to reformat your HDD before you are able to use it with your repaired or replaced Product.
 - d. You understand and agree that reformatting of the HDD will result in loss of your stored data, files and software. To avoid loss of any software, data or files which you wish to retain, before submitting the Product for guarantee service you should, where possible, back these up and remove them from the HDD. Clearing your PlayStation®Network password will help protect any information you consider confidential.
6. To avoid damage to or loss or erasure of other removable data storage media, peripherals, accessories or non-original components, you must remove them before submitting the Product for Guarantee service.
7. You understand that this Guarantee does not cover stored data, files or software and you agree that SCEE is not liable to you for any loss or corruption of your data, files or software in connection with your exercise of this Guarantee.
8. You should back up your HDD regularly to prevent loss or alteration of data, files or software although some content cannot be backed up and must be reinstalled by the user.
9. You may not claim under this Guarantee when the Product is damaged as a result of:
- a. commercial use, accident, fair wear and tear, negligence, abuse, or misuse (including, without limitation, failure to use this Product for its normal purpose and/or in accordance with instructions on proper use and maintenance, or installation or use in a manner inconsistent with applicable local technical or safety standards);
 - b. use in conjunction with any unauthorised peripheral or component (including, without limitation, game enhancement devices, HDDs, adaptors and power supply devices);
 - c. any adaptation or adjustment to, or alteration of, the Product carried out for any reason, and whether properly carried out or not;
 - d. maintenance or repair or attempted maintenance or repair carried out other than by a SCEE-authorised service facility;
 - e. use of unauthorised software, virus infection, fire, flood or other natural calamity; or
 - f. operation or treatment of the Product inconsistent with normal personal or domestic use or operation outside the Product specifications.
10. You may not claim under this Guarantee where you are in material breach of your system software licence (see eu.playstation.com/legal).
11. To the extent permitted by applicable law, this Guarantee will be your sole and exclusive remedy in relation to defects in this Product and all other guarantees, warranties, terms and conditions, express or implied by statute or otherwise, in respect of this Product are excluded and neither SCEE nor any other Sony entity or its or their suppliers or authorised service facilities, will be liable for any special, incidental, indirect or consequential loss or damage including loss of data, howsoever arising.
12. SCEE does not warrant or guarantee any third party products or services which may be offered in connection with the Product except to the extent stipulated above.
- If this Product needs any repair which is not covered by this Guarantee, please call your local Customer Service helpline for advice. If your home country is not one of those listed, please contact your retailer.

■ Notice for Consumers in Australia and New Zealand:

In Australia, this Product comes with statutory guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation of any other reasonably foreseeable loss or damage. You are also entitled to have the Product repaired or replaced if the Product fails to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand, the New Zealand Consumer Guarantees Act 1993 provides certain statutory guarantees and other legal rights in relation to the quality and fitness for purpose. These statutory guarantees cannot be modified nor excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Consumer Guarantees Act.

The above statutes will identify the party or parties against which you can exercise your statutory rights.

Our Guarantee is in addition to these statutory rights and does not affect them in any way.

Customer Service Numbers

AU

Australia

Calls charged at local rate
support@playstation.com.au

1300 365 911

FJ

Fiji

support@playstation.com.au

NZ

New Zealand

National Rate.

general_enquiries@playstation.co.nz

09 415 2447

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