

My Sony Care+ Extended Warranty Service Terms and Conditions

Thank you for purchasing My Sony Care+ Extended Warranty Service for Your Sony product ("My Sony Care+ Extended Warranty Service" or the "Service"). The Service is available for Sony products that are currently listed on the My Sony Care+ Fee Table available at <https://www.sony.com.hk/mysonycare/en/> ("Products", further defined below). The Service is provided by Sony Corporation of Hong Kong Limited ("Sony").

Sony will send a "My Sony Care+ Confirmation" email to Your registered email once payment & Manufacturer's Warranty has been successfully processed for Your Sony product. If You do not receive confirmation within one month of payment, you are advised to contact Sony for further assistance. The Service will be charged based on the fee on the My Sony Care+ Fee Table available at <https://www.sony.com.hk/mysonycare/en/>. All fees are subject to change without prior notice. Payment by instalments is not accepted for this Service.

Please read the Terms and Conditions carefully. Your purchase of My Sony Care+ Extended Warranty Service for Your Sony product shall be deemed as your acknowledgment and agreement to all Terms and Conditions herein.

1. Definitions

- a) **BER:** Beyond Economic Repairs ("BER") means cost of a repair is greater than 80% of the RRP of the Products at the time of service request, which should be evaluated and determined by Sony and Sony Authorized Repair Centre at their sole and final discretion.
- b) **Extended Warranty:** The extension of the Manufacturer's Warranty on the Products for an additional period of one (1) or two (2) years following the expiry of the Manufacturer's Warranty period, as stated in Your My Sony Care+ Confirmation email. The Extended Warranty service provides coverage for inherent mechanical and/or electrical defects or failure of the Products within the scope of Manufacturer's Warranty, subject to the applicable terms and Conditions of the Manufacturer's Warranty as well as the Terms and Conditions set out herein.
- c) **Immediate Family Member:** Your spouse and/or children.
- d) **Manufacturer's Warranty:** Warranty provided by Sony in respect of the Products including original warranty and any additional warranty provided by Sony for Sony Members, covering repair or replacement due to inherent mechanical and/or electrical defects in materials or workmanship arising under normal use during the warranty period commencing from the date of purchase.
- e) **Manufacturer's Warranty Period:** The continuous period of coverage granted under the Manufacturer's Warranty in respect of the Products, as specified in the

applicable warranty certificate or other warranty documentation issued by the Manufacturer.

- f) **Products:** Sony Products including Cameras, Lenses, Televisions, Gaming Monitors, Soundbars, Mobile Phones, Walkman devices, Truly Wireless Earphones and Headphones; limited to models currently listed on the My Sony Care+ Fee Table (available at <https://www.sony.com.hk/mysonycare/en/>).
- g) **RRP:** The full Recommended Retail Price (RRP) of the covered Products on the first market launch date of the covered Products.
- h) **Sony Authorized Repair Centre:** A repair facility that has been officially appointed, approved, or recognized by Sony to perform inspection, maintenance, and repair services on Sony Products in accordance with Sony's quality standards and service procedures. Full list of Sony Authorized Repair Centre can be found here <https://www.sony.com.hk/service/contactus/en/index.do>.
- i) **You/Your:** The customer of this Service.

2. Scope of Services

The following services shall be provided to You for Your Sony product during the effective service period, in accordance with the terms and conditions herein, upon Your receipt the written email confirmation to enroll in the My Sony Care+ service (the "My Sony Care+ Confirmation email"):

2.1. Extended Warranty Service ("EW Service")

You are entitled to unlimited repair requests for Your Sony product up to Product RRP or one (1) Beyond Economic Repair (BER) Replacement for inherent mechanical and/or electrical defects or failure of the Product that fall under the scope of the Manufacturer's Warranty (excluding damage or failures caused by other reasons such as accidental damage or liquid damage), for a period of one (1) or two (2) years following the expiry of the Manufacturer's Warranty period, as stated in Your My Sony Care+ Confirmation email. Depending on the nature of Your Sony product, You may be eligible for either onsite or walk-in servicing. For details, please refer to Section 5 below.

The EW Service provided is subject to the following conditions:

- 2.1.1 All repairs shall be carried out exclusively by Sony Authorized Repair Centre.
- 2.1.2 All repairs include the cost of labor and all replacement parts necessary to restore the Product to proper working condition but exclude the following: (i) Supplied Software; (ii) Supplied Accessories & Cabinet; (iii) Sealing gasket for Waterproof Products; (iv) Battery.

- 2.1.3 The EW Service becomes valid immediately after the expiry date of the Manufacturer's Warranty.
- 2.1.4 In performing EW Service repairs, Sony may, at its sole discretion, and without prejudice to these Terms and Conditions, replace the Products with a like-for-like model in the event it is deemed BER. The replaced Products (defective unit) shall become Sony's property. You are responsible for backing up and restoring any data from the replaced Products to the replacement Products, where applicable.
- 2.1.5 Sony will retain ownership of all spare parts used in or replaced during the repair process.
- 2.1.6 In the event Sony replaces Your Sony product under the EW Service, the replacement Product cannot be returned, and the EW Service will automatically transfer from the replaced Product to the replacement Product, including any remaining benefits and the remaining service period.
- 2.1.7 Before sending Your phone for repair, please disable any Cloud services and remove all power-on or usage passwords, as it may affect the Service process. Sony does not guarantee the safety of data on Your device, and You are solely responsible for backing up or deleting important information and for any loss or leakage of data resulting from failure to do so.
- 2.1.8 OLED screens used in certain TV, Gaming Monitor and mobile phone models are susceptible to permanent image retention due to the inherent characteristics of the materials used. Image retention may occur if images are displayed in the same location on the screen repeatedly or over extended periods of time. This is not considered a malfunction of the Products. Coverage for OLED image retention depends on the Manufacturer's Warranty for each model and is not automatically covered under this EW Service.

2.2 Complimentary Accidental Damage and Liquid Damage Device Insurance Coverage (not eligible to truly wireless earphone)

- 2.2.1 Customers who purchased the My Sony Care+ Extended Warranty Service shall also be entitled to a complimentary Accidental Damage and Liquid Damage ("ADLD") device insurance coverage in Hong Kong underwritten by Bolttech Insurance (Hong Kong) Company Limited.
- 2.2.2 Sony is not a licensed insurance agent and does not provide any advice in relation to the complimentary ("ADLD") device insurance.
- 2.2.3 Sony is the policyholder of the ("ADLD") device group insurance, for the benefit of Sony's customers who purchased the My Sony Care+ Extended Warranty

Service, who will be automatically enrolled as insured members of the ADLD device group insurance upon subscription to the Service.

- 2.2.4 The complimentary (“ADLD”) device insurance provides protection for Your Sony product against Accidental Damage and Liquid Damage to the Products (except truly wireless earphone) due to external causes as defined in the (“ADLD”) device insurance policy provision except where specifically excluded by the insurance.
- 2.2.5 The coverage period shall range from twenty-four (24) to fifty-one (51) months, depending on the selected service plan, coverage limit as specified below:
- a) **Camera, Lens, Walkman, Overhead Headphone, Soundbar**
 - Total Two (2) requests (with each request repair up to RRP or One (1) replacement for BER) during the coverage period of Twenty-seven (27) months.
 - Total Three (3) requests (with each request repair up to RRP or One (1) replacement for BER) during the coverage period of Thirty-nine (39) months.
 - b) **Mobile Phone**
 - Total Two (2) requests (with each request repair up to RRP or One (1) replacement for BER) during the coverage period of Twenty-four (24) months.
 - Total Three (3) requests (with each request repair up to RRP or One (1) replacement for BER) during the coverage period of Thirty-six (36) months.
 - c) **TV, Gaming Monitor**
 - Total Two (2) requests (with each request repair up to RRP or One (1) replacement for BER) during the coverage period of Thirty-nine (39) months.
 - d) **Camera (Ad-hoc)**
 - Total Three (3) requests (with each request repair up to RRP or One (1) replacement for BER) during the coverage period of Thirty-nine (39) months.
 - Total Four (4) requests (with each request repair up to RRP or One (1) replacement for BER) during the coverage period of Fifty-one (51) months.
- 2.2.6 Coverage shall commence from the start date as stipulated in the My Sony Care+ Confirmation email.
- 2.2.7 All service requests under the complimentary (“ADLD”) device insurance shall be subject to the payment of a deductible by You. Please refer to Your My

Sony Care+ Confirmation email for details. Please refer to https://www.sony.com.hk/service/mysonycareplus_en.pdf for the full terms and conditions of the complimentary ADLD device group insurance policy.

2.3 Complimentary Truly Wireless Earphone Loss (“LOSS”) Insurance Coverage

- 2.3.1 Customers who purchased the My Sony Care+ Extended Warranty Service for Truly Wireless Earphone shall also be entitled to a complimentary Earphone Loss (“LOSS”) insurance coverage in Hong Kong underwritten by Bolttech Insurance (Hong Kong) Company Limited. To be eligible for the Loss insurance coverage, the truly wireless earphones refers to pair of earbuds and charging case purchased together as a single retail unit, and the serial no. of the charging case is registered under My Sony Care+ scheme.
- 2.3.2 Sony is not a licensed insurance agent and does not provide any advice in relation to the complimentary (“LOSS”) insurance.
- 2.3.3 Sony is the policyholder of the (“LOSS”) group insurance, for the benefit of Sony’s customers who purchased the My Sony Care+ Extended Warranty Service, who will be automatically enrolled as insured members of the (“LOSS”) group insurance upon subscription to the Service.
- 2.3.4 The complimentary (“LOSS”) insurance provides protection for Your Sony truly wireless earphones against accidental loss of a **Single-side Earbud**, as defined under the (“LOSS”) insurance policy provisions, except where such loss is specifically excluded under the policy. For the avoidance of doubt, the loss of both sides of the truly wireless earphone is not eligible for the insurance coverage under My Sony Care+.
- 2.3.5 To claim for this insurance coverage, you are required to present the other remaining registered earbud and the charging case at the Sony's Authorised Service Centers when submitting a service request.
- 2.3.6 For the eligible claims, Sony shall replace the lost earbud and pair it with the remaining earbud and charging case.
- 2.3.7 The coverage period for Loss shall be twenty-seven (27) months.
- 2.3.8 The coverage limit shall be limited to one (1) replacement for a Single-side Earbud loss within the twenty-seven (27) month coverage period. Upon fulfilment of one LOSS claim, the (“LOSS”) insurance coverage shall automatically terminate.
- 2.3.9 Coverage shall commence from the start date as stipulated in the My Sony Care+ Confirmation email.
- 2.3.10 All service requests under the complimentary (“LOSS”) insurance shall be subject to the payment of a deductible by You. Please refer to Your My Sony

Care+ Confirmation email for details. Please refer to <https://www.sony.com.hk/service/tandc/en/index.do> for the full terms and conditions of the complimentary Earphone Loss group insurance policy.

3. The service period of the My Sony Care+ Extended Warranty Service

Service	Service Period	Service Fee	Service Limit
EW Service	One (1) or Two (2) years as stated in Your welcome email (effective immediately on the day after the expiry of the Manufacturer's Warranty)	Waived	Unlimited Repair Requests up to Product RRP or one (1) BER Replacement [#]

[#]Under our Contract with you, there is a limit of 100% the Product's RRP on the costs of repair ("**Repair Balance**"). On each and every occasion when Sony services your Product, the Repair Balance will be deducted according to the fees incurred. In the event that we opt to replace your Product entirely at any point during the Contract, the total amount for which we are liable shall be limited to 100% the Product's recommended retail price or the remaining Repair Balance, whichever is the lower.

If your remaining Repair Balance is insufficient to cover the full cost of the service request, you may pay the difference to proceed with the service.

4. Exclusions from the Coverage under My Sony Care+ Extended Warranty Service

The EW Service shall not apply in the following circumstances:

- a) Loss or damage caused by violating the Manufacturer's Warranty, abuse, intentional acts, negligence, accidental damage, or liquid damage;
- b) Loss or damage to accessories or consumables not affecting the basic functions of the Products, including but not limited to remote control, memory cards, batteries, charging cables, chargers, headphones, or data cables;

- c) Loss or damage caused by software conflicts, viruses, malicious code, or similar instructions that impair the normal functions of the Products;
- d) Loss or damage limited to defects in appearance or cosmetic damage, including but not limited to peeling paint, scratches, dents, or fading;
- e) Regular wear and tear or gradual deterioration;
- f) Replacement of or support for data, software, music etc. i.e., any data stored on the Products;
- g) Loss or damage to data, programs, or software not required for the basic functions of the Products;
- h) Loss or damage due to theft, robbery or misplacement;
- i) Loss or damage from war, conflict, strikes, riots, terrorism or administrative/judicial acts;
- j) Loss or damage caused by natural disasters, nuclear reaction, radiation or radioactive contamination;
- k) Loss or damage arising from defects subject to a Sony product recall;
- l) Loss or damage arising from epidemic failure, being faults or defects resulting from a common cause or component affecting more than five percent (5%) of covered products;
- m) Loss or damage occurring outside the Hong Kong SAR of the People's Republic of China.
- n) The Product has been modified, altered, installed, or repaired by any party other than Sony or Sony Authorized Repair Centre prior to the repair service requested by You under this Agreement.
- o) Any circumstances where the conditions in clause 5.15 below are not met.
- p) Cost incurred by You to repair Your Sony product with a third party.
- q) The Service does not cover machine body and lens cleaning and dusting service (which are available in Value Added Service with charges).

The Complimentary Truly Wireless Earphone Loss Insurance Coverage shall not apply in the following circumstances:

- a) Intentional loss or fraudulent claims;
- b) Loss of both earbuds;
- c) Loss of the charging case;
- d) Loss occurring prior to product purchase date;
- e) Cosmetic damage without functional loss;
- f) Unverified or mismatched earbud set;
- g) Purchase outside the Hong Kong SAR (if applicable under the Program rules);

5. Other Terms and Conditions of the Service

- 5.1 Walk-in repair service is provided at Sony Authorized Repair Centre for Cameras, Lenses, Mobile Phones, Walkman devices, Truly Wireless Earphones and Headphones.
- 5.2 Onsite repair service is only provided for Televisions, Gaming Monitors and Soundbars, subject to Clause 5.9 below.
- 5.3 Service requests for (“ADLD”) claim, (“LOSS”) claim or (“EW Service”) during Extended Warranty period, must be **reported within 14 days of the incident date or before service expiry** (whichever comes earlier).
- 5.4 You may call Sony customer hotline at (852) 2833 5129 for onsite service request, or check the address of Sony Authorized Repair Centre for walk-in services. Please visit Sony website for service contact details: <https://www.sony.com.hk/service/contactus/en/index.do>
- 5.5 When requesting service, You must provide Your registered customer information, including the contact number or email used for registration, and the Products information, including the Products model and serial number.
- 5.6 If You fail to provide the required information, Sony reserves the right to reject Your service request.
- 5.7 Upon repair completion, Sony shall notify You to collect Your Sony product from the Sony Authorized Repair Centre.
- 5.8 If the Products cannot be repaired onsite (for TV, Soundbar or Game Monitor), Sony shall arrange pick up of the Products from You to a Sony Authorized Repair Centre and return it to You upon completion of the service at no additional cost.
- 5.9 For all types of Products, if Your Sony product is located in an outlying island, you shall be responsible, at your own expense, for delivering the Product to a Sony Authorized Repair Centre and collecting it from the same location upon completion of the repair service.
- 5.10 To be eligible for this Service, Your Sony product must meet the following criteria:
 - a) have been purchased new in Hong Kong and subscribed for this Service within thirty (30) days from the original purchase date;
 - b) have been manufactured or distributed in Hong Kong, or legally imported into Hong Kong;
 - c) have been sold through a Sony authorized dealer or distributor, supported by a valid invoice and an effective Manufacturer’s Warranty;
 - d) have always been used in accordance with Sony’s guidelines for normal usage, including but not limited to regular maintenance and upkeep;
 - e) not have been modified at any time;

- f) have been used solely for personal use and not for commercial, rental, or profit-generating purposes;
 - g) have been used primarily by You or Your Immediate Family Member and remained in Your (or the relevant Immediate Family Member's) possession;
 - h) have been repaired, if applicable, only in Hong Kong by Sony Authorized Repair Centre; and
 - i) have retained a valid Manufacturer's Warranty throughout the Manufacturer's Warranty Period, which must not have been voided or otherwise affected by any act or omission by You.
- 5.11 The Service is valid only for the registered Products with specified model and serial number and the registered customer as specified in the written confirmation sent to You via email upon subscription. All the rights and interests under the Service are non-transferable.
- 5.12 In the event of a change to the charging case serial number of the Truly Wireless Earphones, You must notify Sony immediately via the customer hotline so that the serial number of the covered Products may be updated.
- 5.13 The Service is not transferable to other Products, except in the following circumstances:
- a) the Products received is Dead on Arrival ("DOA") and a replacement Products is issued by Sony;
 - b) the Products is replaced by Sony due to a BER case under the Manufacturer's Warranty, Extended Warranty or the ADLD device insurance coverage.
- 5.14 In the event of a replacement as described above, You must notify Sony via the customer hotline immediately so that the serial number of the covered Products can be updated.
- 5.15 For these purposes, "DOA" or "dead on arrival" refers to a Products that was purchased but not immediately taken from a physical outlet, later delivered to You; found to be completely inoperative upon delivery; and returned to Sony immediately for replacement.
- 5.16 You may not cancel or terminate the Service after subscription, and any fees paid are non-refundable.
- 5.17 The Service shall cease immediately upon expiration of the service period, upon Your utilization of all claim limits as specified in these Terms and Conditions, or if Sony reasonably suspects fraud.
- 5.18 If Sony reasonably suspects that fraud or any fraudulent activity has occurred in relation to the Service request, it reserves the right, at its sole discretion, to refuse to proceed with the repair or any related service.

- 5.19 You should inform Sony in writing via our web form available at <https://www.sony.com.hk/service/contactus/zh/index.do> or contact our customer service hotline as soon as possible in the event of any change to your registered contact information. Sony reserves the right to reject your service request if your customer information does not match our records.
- 5.20 The coverage of the Service is limited to Hong Kong regions only.
- 5.21 You are required to present the original purchase invoice or valid proof of purchase for verification when requesting service at a Sony Authorized Repair Centre or during an onsite service visit. Failure to provide valid proof of purchase may result in rejection or delay of your service request.
- 5.22 Sony expressly disclaims all other warranties, whether express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, to the fullest extent permitted by law.

6. Personal Data Collection Statement

When You purchase the Service and apply for Service request, you agree to Sony's collection of customer information including but not limited to Your Mobile number, Email, and Products related information (such as IMEI and Device model), service order information (such as deductible, effective time, start and end period), application for maintenance information (such as device malfunction, malfunction parts, fault description, repair materials details, Products malfunction pictures, total fees, etc.), to provide You with the corresponding services You choose.

We respect and protect Your personal privacy and will protect Your information in accordance with Sony's unified privacy policy available at https://www.sony.com.hk/portal/privacy/index_e.jsp. You also agree that Your information above may be disclosed, shared, divulged, supplied or transferred to affiliates or third party service providers within or outside Hong Kong (including but not limited to authorized repairers, insurance brokers, insurance companies, service providers etc.), in order to provide You with benefits included in Your subscription including customer communication and related customer surveys. Please be assured that we will only share Your information for legitimate and specific purposes.

7. Governing Law, Jurisdiction and Language

The construction, interpretation and meaning of the provisions of the Service shall be determined in accordance with Hong Kong SAR laws and any disputes arising out of and in connection the Service shall be resolved exclusively by the courts of Hong Kong.

The Chinese version of these Terms and Conditions is for reference only. In case of discrepancies between the English and Chinese versions of these Terms and Conditions, the English version shall apply and prevail.