



Most products including televisions	1 year
ES receivers	5 years
Projectors	3 years
Projector lamps	90 days

Defective Product Policy (Warranty Replacements and Repairs)

Dealers and End Users MUST inspect merchandise upon reception; damages due to shipping are not covered by Sony warranty. The box and packaging must always be kept until the product is verified and tested.

Replacements

DOA Items: The End User must report the failure to their Dealer within fourteen (14) days of purchase. The dealer must then contact SFM within thirty (30) days of sale to the End User in order to start the ATR (RMA)/Claim process. The Dealer must provide a copy of the bill of sale to the End User. Dealers must also provide a document that indicates the date when the End User reported the defect. Without these documents, SFM will not be able to process DOA requests. SFM will not be able to process DOA claims for products reported defective over fourteen (14) days from date of purchase by the End User.

Concealed Damage: After receipt of the product, if upon inspection of the product by the Dealer or the End User, it is determined that the product has been subject to concealed damage, the Dealer must immediately contact SFM. The submission of pictures by the Dealer is necessary in order to start the ATR (RMA)/Claim process.

Required Pictures (see below for examples):

1. Front, back left, and right of the box, showing direct full view of the box per side. No cut-out corners or angled views are accepted.
2. Direct full view of the television, showing all 4 corners including frame and bezel. Television must be removed from the tray. Any stickers covering the panel must be removed.
3. Close-up of the damage.
4. Box label. Readable close-up of the model/serial label on the box.
5. Television label. Readable picture of the model/serial label on the unit.
6. Packaging material and accessories. All pieces of Styrofoam and plastic inserts, if applicable, and accessories must be repacked on TV.
7. Close-up pictures of packaging materials (such as tray and Styrofoam) must be also provided when the frame of TV is damaged.

Note: The request email must not exceed 10MB as the email system will not accept larger files. Once SFM receives approval from Sony, SFM will send a replacement to the Dealer and provide an RA Number to return the defective item to SFM.

Unavailable Parts / Unrepairable Products

In the event that a unit is submitted for repair and it is determined that it cannot be completed in a timely manner, or that the parts are not available, Sony may opt to have the unit returned to the Dealer unrepared. The unit will be accompanied by paperwork confirming the reason for the return, and directing the dealer to request an ATR (RMA) to SFM if the product is eligible. A copy of this form must be included in the Dealer's request to SFM.

Repairs

SFM does not handle Sony repairs, and is not involved in the repair process. The End User or the Dealer (for Store Stock or Dealer facilitated repair) must contact Sony CEC Customer Experience Center at 877-899-7669 for initial triage for warranty issue (other than DOA or concealed damage). CEC will then decide of the actions to take (repair or replacement).

Televisions over 43 inches will be repaired at the End User's home or commercial space. To identify a local Authorized Service Center (ASC), use the Service Locator tool « <https://corporate.sony.ca/html/locator/locator.html> ».

All other products must be sent to the Sony Authorized Service Center in Ontario (MTC). A copy of the proof of purchase from the End User as well as their contact information must be placed inside the shipping box.

Ship to: MTC
 220 Water Street
 Whitby, ON L1N 0G9
 905-666-7669 | 1-877-779-9929 | info@mtcservice.com

Parts/Accessories Purchases

Sony parts should be purchased from Reliable Parts Canada
 « <http://reliableparts.ca> ».

TV Concealed Damage Picture Submission Examples
 Example (Cracked Panel)

Required Photos				
			TV to be placed inside protection bag (opening at top of TV)	
	Include all accessories			