Sony Consumer Electronics
Packing Instructions for In Warranty units

The following information will detail where and how to send the unit in:

- For warranty repair, send a copy of your sales receipt/proof of purchase
- Please do not include items that are not related to the problem, such as media cards, batteries, tapes, carrying case, etc, unless indicated otherwise by our phone agent.
- Please pack your product as safe and secure as possible. Sony or its authorized repair centers assumes no responsibility for items lost or damaged in transit to us.
    - Use a corrugated cardboard box and ample packing material.
    - We recommend that you insure your package.

To check status for your repair, please visit http://www.unitedradio.com/consumer-electronics/check-repair-status/

For the repair of your Sony Products in the United States please ship to the following address:

United Radio Inc.

5717 Enterprise Parkway

East Syracuse, NY 13057

Terms and Conditions:

1. All repairs registered and received claiming coverage under the manufacturer's warranty requires a copy of the original sales receipt for proof of purchase and validation of the warranty coverage period.
2. If your unit is within the warranty period and found to be voided under the manufacturers guidelines, you will be contacted with an estimate.
3. Repairs that are found to have physical damage or require excessive parts may be re-estimated. If an estimate is provided, your approval is required before repairs are performed.
4. If your unit is still experiencing problems within 90 days of the date your unit shipped from us, you may return it for repair per our warranty guidelines.
5. Units re-submitted for repair with abuse or physical damage will not be eligible for the repair warranty.
6. Online service requests are valid for 30 days from the creation date
7. Parts that have been replaced will not be returned with your unit, unless requested
8. Printed online receipt must accompany the unit sent in for repair.
9. In some circumstances we will replace your model with a reconditioned same or comparable model if we deem your model not repairable. This can occur if there is damage or certain parts for your particular repair are not available. If this is not acceptable, please write so in the additional comments field on the submission form. We would return your model back to you and you will not be charged.
10. Our standard rate pricing applies to the model listed on this form only and does not include repair to any included accessories.
11. The Sales Tax due is not displayed in our online repair registration cart. The applicable sales tax due (if any) for your shipping jurisdiction will be added to the final charge on your credit card upon repair completion.