

SONY ONLINE RETURNS FORM

RETAILER SUPPORT PORTAL - RETURNS FORM - PAPERLESS RETURNS

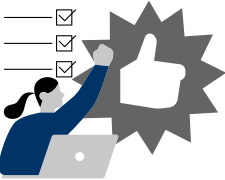


1) RETAILER SUPPORT PORTAL

- www.sony.com.au/retailersupport
- Access the returns form via the Retailer Support Portal
- Confirm that the product(s) being returned qualify for a return

2) SONY B2B SYSTEM

- Log into your Sony B2B account. If you do not have an account email sonyreturns.SANZ@sony.com to have one set up
- Once you have accessed B2B click on the Returns Form
- Fill in all required fields within the form.

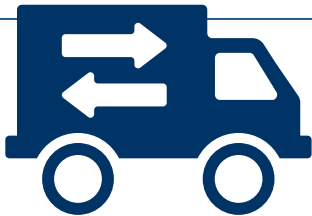


3) ENSURE ALL FIELDS ARE CORRECT

- Please ensure all information is correct to ensure your return is processed without delay
- Fault Description, Photos and Panel Hours must be submitted accurately to enable the return to be processed. Failure to do so may result in a subsequent rejection

4) EMAIL CONFIRMATION

- You may receive an email from Sony B2B admin if additional assessment is required or the claim is rejected. Please take note of the email contents advising you of any additional actions required



5) RETURN AUTHORISATION

- If the claim is approved you will receive collection advice.
- Take note of the additional instructions for BRAVIA TV pick ups.

6) PREPARE FOR PICK UP

- Access the TNT portal via the link on the collection notice to book in your pick up
- Please ensure collection details are correct (if not contact sonyreturns.SANZ@sony.com to cancel or re-issue
- Choose to have the driver collect with a label or for the store to print themselves
- Please follow all instructions to avoid futile pick ups



7) PICK UP

- The Sony nominated carrier will email confirmation. The label will be attached for printing if previously requested

8) DELIVERY AND RECEIPTING

- Once the item is received at our returns facility a check will be performed and if the claim matches what was submitted a credit will be applied to your account.

