

## Retailer Guide PlayStation Returns Policy & Procedures

This guide must be followed to successfully claim store credits for product that demonstrate a manufacturing fault.

The following pages contain descriptions on what components and documentation is required for return. If you or your customer require further help or assistance please select the appropriate contact point:

Retailer communication portal: <a href="http://www.pulselive.sony.co.nz">www.pulselive.sony.co.nz</a>	
<b>Retail Support</b>	Phone: 09 415 2447 Fax: 09 415 2448
<b>Customer support</b>	Phone: 09 415 2447
<b>Online support</b>	<a href="http://www.playstation.co.nz/support">www.playstation.co.nz/support</a>

## Faulty Goods - what to return & how to achieve a store credit

### ESSENTIALS:

Original Proof of Purchase (receipt)

All contents are listed on the retail box for the PlayStation Product.

### QUICK REFERENCE GUIDE (see page 2-4 for more detail)

#### Hardware

**Proof of Purchase** showing purchase date within 30 days of return + **All Contents** check if all contents are present as listed on the box

#### NOTE:

- Only items identified as exhibiting a manufacturing fault will be credited in full.
- Products rejected by SCE NZ will not be credited and your store will be contacted to take back the goods.
- Products returned to the store after 30 days of purchase will either be repaired or replaced for a remanufactured unit\*.

*\*Remanufactured units - same age, make and model as the consumers unit. All faulty parts are replaced for new, the units covers are replaced for new and the unit is ready for immediate despatch. Warranty is not affected.*

#### Return updates are available online:

<http://track.nz.playstation.com>

#### NOTE:

- Return authorisation acknowledgements will be available 3 days after receipt.
- Return authorisation and full payment will be acknowledged up to 4 weeks after receipt.
- Out of warranty repair cost are set a a flat fee. We do NOT provide estimates.

PS2 — \$80 | PSP — \$95 | PS3 — \$240 |

\*Prices include GST are subject to change without notice.



## Peripherals

**Controller, memory cards, cables, wheels, microphones, buzzers, etc...**



**Proof of Purchase**  
*showing purchase date within 365 days of return*



**All Contents**  
*check if all contents are present as listed on the box*

Exception – any peripherals included in the original console box that become faulty can be swapped for shelf stock and returned as an individual Peripheral return with proof of purchase.

**NOTE:** Only items identified as exhibiting a manufacturing fault will be credited in full. Products rejected by SCE NZ will not be credited and your store will be contacted to take back the goods.

## Software

Software can only be returned for credit if there is a genuine and proven manufacturing fault and the fault occurs within the 30 days of purchase. Normal wear and tear and scratching will not be accepted for credit/return.

**NOTE:** Only items identified as exhibiting a manufacturing fault will be credited in full. Products rejected by SCE NZ will not be credited and your store will be contacted to take back the goods.

## PlayStation®Network Retailer Activated Cards

If the customer claims the voucher is invalid or requests a refund or exchange. Contact your terminal provider.

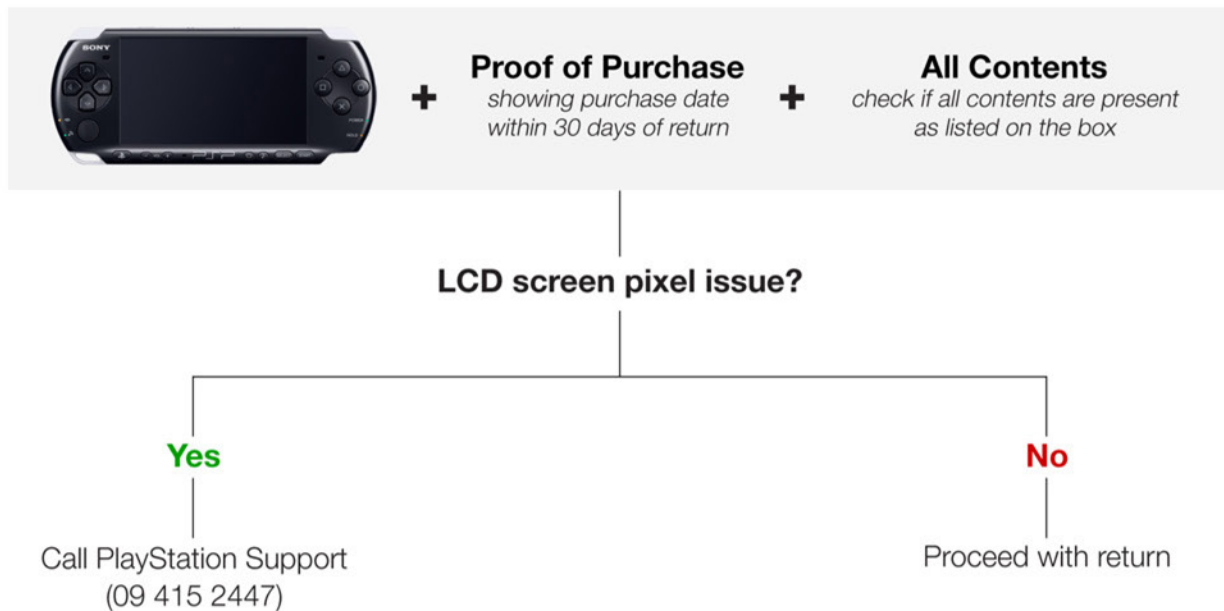


## How to process a return:

Please do not accept a PSP for credit or exchange if the consumer claims LCD pixel issues. Please contact PlayStation Support (09 415 2447).

**NOTE:** Only items identified as exhibiting a manufacturing fault will be credited in full. Products rejected by SCE NZ will not be credited and your store will be contacted to take back the goods.

<b>STEP 1:</b>	Inspect the unit and accessories for damage, especially a cracked screen (power on the unit).
<b>STEP 2:</b>	Check Warranty Seal is intact. This is located underneath the battery. If the seal is not present or the words 'VOID' appear then please contact the Consumer Support Centre.
<b>STEP 3:</b>	If possible insert a UMD (PlayStation Portable software) and turn the PSP on to check the fault.
<b>STEP 4:</b>	Check all the items listed on the retail box are present and there is no damage to the console or any of the cables. If there are any missing items or the purchase date is greater than 30 days the console cannot be returned for credit. Please have the consumer contact the Consumer Support Centre.



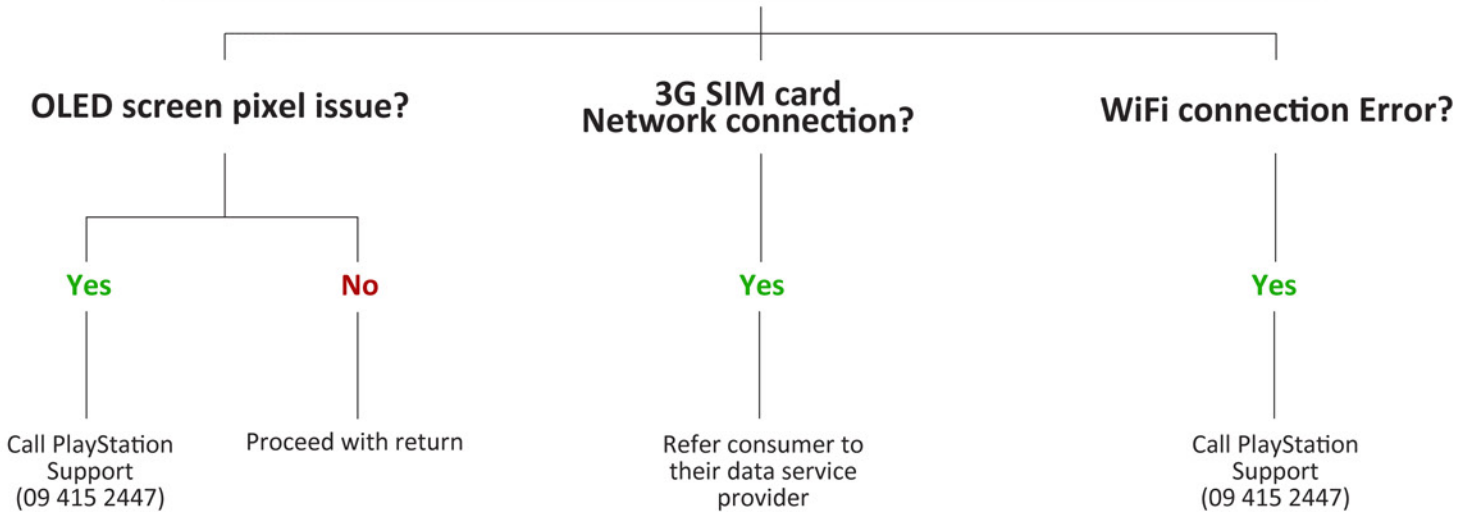
Products returned to the store after 30 days of purchase will either be repaired or replaced for a remanufactured unit. Remanufactured units - same age, make and model as the consumers unit. All faulty parts are replaced for new, the units covers are replaced for new and the unit is ready for immediate despatch. Warranty is not affected.

## How to process a return:

Please do not accept a PS Vita for credit or exchange if the consumer claims OLED pixel issues or 3G connectivity failure.

**NOTE:** Only items identified as exhibiting a manufacturing fault will be credited in full. Products rejected by SCE NZ will not be credited and your store will be contacted to take back the goods.

<b>STEP 1:</b>	If the customer claims OLED pixel issue please contact the PlayStation Support Centre (09 415 2447). If the consumer claims <b>3G or WiFi connectivity</b> failure please refer them to their data service provider (visible on the SIM card inserted into the unit).
<b>STEP 2:</b>	Inspect the unit and accessories for damage, especially a cracked screen (power on the unit).
<b>STEP 3:</b>	<b>Remove ALL Game Cards, Memory Cards &amp; SIM cards and return them to the customer.</b>
<b>STEP 4:</b>	Check all of the items listed on the retail box are present and there is no damage to the console or any of the cables. If there are any missing items or the purchase date is greater than 30 days the console cannot be returned for credit (please have the consumer contact PlayStation Support).



*Products returned to the store after 30 days of purchase will either be repaired or replaced for a remanufactured unit. Remanufactured units - same age and model as the consumer unit. All faulty parts are replaced for new, the units are replaced for new and the unit is ready for immediate despatch. Warranty is not affected.*



# PlayStation<sup>®</sup>2

## How to process a return:

Should the only problem with the console pack be the controller do not return the whole console pack for credit. Replace the faulty controller with a stand-alone unit you have in stock and return the faulty controller (see below).

**NOTE:** Only items identified as exhibiting a manufacturing fault will be credited in full. Products rejected by SCE NZ will not be credited and your store will be contacted to take back the goods.

<b>STEP 1:</b>	Inspect the unit and accessories for damage
<b>STEP 2:</b>	Check Warranty Seal is intact. This is located on the base of the unit. If the seal is not present or the words 'VOID' appear then please contact the Consumer Support Centre.
<b>STEP 3:</b>	Check all the items listed on the retail box are present and there is no damage to the console or any of the accessories. If there are any missing items or the purchase date is greater than 30 days the console cannot be returned for credit. Please have the consumer contact the Consumer Support Centre.

### Console bundle return



**+** **Proof of Purchase**  
*showing purchase date  
within 30 days of return*

**+** **All Contents**  
*check if all contents are present  
as listed on the box*

### Peripheral return from console bundle or standalone sale



**+** **Proof of Purchase**  
*showing purchase date  
within 12 months of return*

**+** **All Contents**  
*check if all contents are present  
as listed on the box*

Products returned to the store after 30 days of purchase will either be repaired or replaced for a remanufactured unit. Remanufactured units - same age, make and model as the consumers unit. All faulty parts are replaced for new, the units covers are replaced for new and the unit is ready for immediate despatch. Warranty is not affected.

## How to process a return:

### How to retain Hard Drive content:

Power on the console -> settings -> backup utility -> back-up to external storage media device (USB or external Hard Drive)

Visit our website - [www.playstation.co.nz/help-support](http://www.playstation.co.nz/help-support)

Call Consumer Support - **09 415 2447**

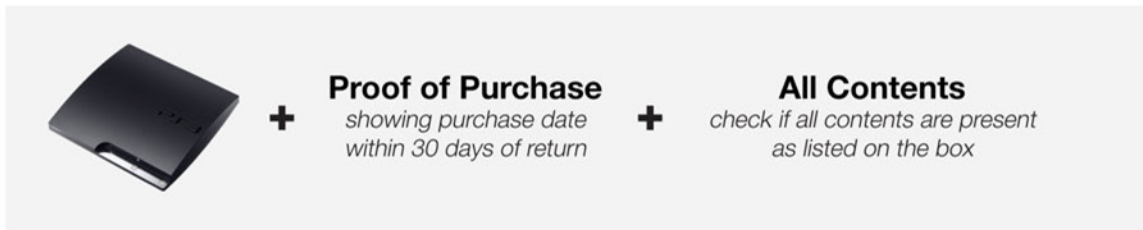
Should the only problem with the console pack be the controller do not return the whole console pack for credit. Replace the faulty controller with a stand-alone unit you have in stock and return the faulty controller (see below).

**NOTE:** Only items identified as exhibiting a manufacturing fault will be credited in full. Products rejected by SCE NZ will not be credited and your store will be contacted to take back the goods.

<b>STEP 1:</b>	Inspect the unit and accessories for damage
<b>STEP 2:</b>	Check Warranty Seal is intact. This is located on the base of the unit. If the seal is not present or the words 'VOID' appear then please contact the Consumer Support Centre.
<b>STEP 3:</b>	Check all the items listed on the retail box are present and there is no damage to the console or any of the accessories. If there are any missing items the console cannot be returned for credit. Please have the consumer contact the Consumer Support Centre.

**NOTE:** For trapped disc please contact the PlayStation Support Centre on 09 415 2447

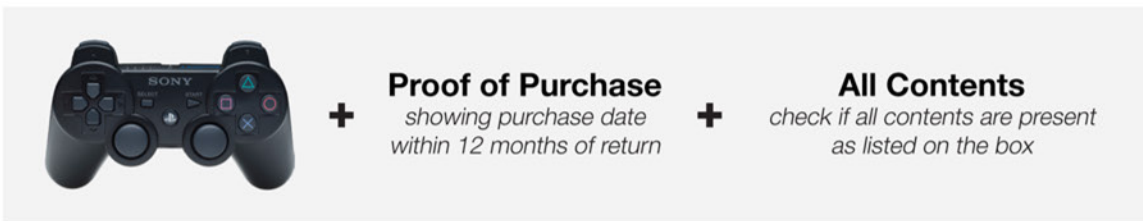
### Console bundle return



**Proof of Purchase**  
showing purchase date within 30 days of return

**All Contents**  
check if all contents are present as listed on the box

### Peripheral return from console bundle or standalone sale



**Proof of Purchase**  
showing purchase date within 12 months of return

**All Contents**  
check if all contents are present as listed on the box

Products returned to the store after 30 days of purchase will either be repaired or replaced for a remanufactured unit. Remanufactured units - same age, make and model as the consumers unit. All faulty parts are replaced for new, the units covers are replaced for new and the unit is ready for immediate despatch. Warranty is not affected.

## PlayStation Return Goods Claim and Collection Procedure

Do you have a centralised return centre?

Yes

No

Seek advice from your head office for collection and claim procedures.

Read below instructions...

### Within 30 Days of Customer Purchase

The following procedures relates to customers who return their faulty PlayStation® product direct to you, The Retailer.

**Step 1:** When a manufacturing fault occurs within 30 days of customer purchase, please ensure the following items are supplied and exchange the console on the customers behalf:

- A copy of the original Proof of Purchase
- Your RFC (Request for Credit) number
- Product is returned in its entirety ie. All contents as listed on the retail box.
- PlayStation® Repair form - detailing store name, address, contact person, customer details.

**NB. If unit is not returned complete with Proof of Purchase and your RFC number, a credit will not be issued.**

**Step 2:** When a manufacturing fault occurs within 30 days of customer purchase, please ensure the following items are supplied and exchange the console on the customers behalf:

PLAYSTATION SUPPORT CENTRE  
UNIT 1, 11 ORBIT DRIVE  
ROSEDALE  
AUCKLAND



## Outside 30 Days Replacement Guarantee Period

The following procedures relates to customers who return their faulty PlayStation® product direct to you, The Retailer.

**Step 1:** Please ensure the following items are supplied when returning faulty stock on behalf of a customer, when a manufacturing fault has occurred outside of the 30 Day replacement guarantee period.

- A copy of the original Proof of Purchase
- Your Service Request number
- PlayStation® Repair form - detailing store name, address, contact person, customer details, date of sale
- Any additional information that is applicable ie. Extended warranty claim numbers

**Step 2:** Pack the unit securely and return to:

PLAYSTATION SUPPORT CENTRE  
UNIT 1, 11 ORBIT DRIVE  
ROSEDALE  
AUCKLAND

## Unsolicited Returns

Any Non-SCE N.Z. related goods incorrectly sent to our warehouse will be returned to your store accompanied with a minimum administration fee plus cost of return freight.





**PlayStation® Support Centre**

Unit 1, 11 Orbit Drive  
Rosedale  
Auckland  
Phone: +64 9 415 2447  
Fax: +64 9 415 2448  
www.playstation.co.nz

# Repair/Exchange Form

**ATTACH  
PROOF OF  
PURCHASE  
HERE**

## CONTACT DETAILS

Name ..... Phone (hm) ..... (wk).....

Address ..... Mobile .....

..... Email .....

**WARRANTY**       **NON-WARRANTY**

**NB. All Non-Warranty repairs/exchanges are charged at a flat fixed rate (estimates will not be provided). This rate includes parts, labour and exchange. For further details please contact the PlayStation®Service Centre.**

## ITEM FOR REPAIR/EXCHANGE Please use one Repair/Exchange Form for each console returned.

- PlayStation®Vita      Serial Number .....      Date of Purchase .....
- PlayStation®Portable      Serial Number .....      Date of Purchase .....
- PlayStation®      Serial Number .....      Date of Purchase .....
- PlayStation®3      Serial Number .....      Date of Purchase .....

If you purchased your PlayStation less than 12 months ago and it is not used for commercial purposes, the console and its peripherals are covered by the Manufacturers warranty. Please attach a copy of your proof of purchase indicated in the box at the top.

- PlayStation®Vita Peripheral (describe) .....      If these peripherals are covered by warranty, please attach a copy of your proof of purchase indicated in the box above.
- PlayStation®Portable Peripheral (describe) .....
- PlayStation®2 Peripheral (describe) .....
- PlayStation®3 Peripheral (describe) .....

Note: If console being returned is less than 30 days of old - please ensure all items listed on the retail box contents are returned with the faulty unit. If console being returned is greater than 30 days old - please only send peripherals if they are deemed to be faulty.

## FAULT DESCRIPTION

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## RETAILER INFORMATION If you are a retailer returning this form on behalf of a customer, please complete the following:

Retailer Name .....      Retailer Phone .....

Retailer Address .....      Retailer Fax .....

.....      Contact Name (in store) .....

Service Order # .....

Additional Information .....

.....

**EXTENDED WARRANTY WITH:**

NZ Underwriters

QBE

Frith

Consumer

Extended Warranty Claim No. \_\_\_\_\_

**ENSURE ALL REPAIRS ARE WELL PACKAGED AND DELIVERED TO:  
PLAYSTATION® SUPPORT CENTRE, UNIT 1, 11 ORBIT DRIVE, ROSEDALE, AUCKLAND**