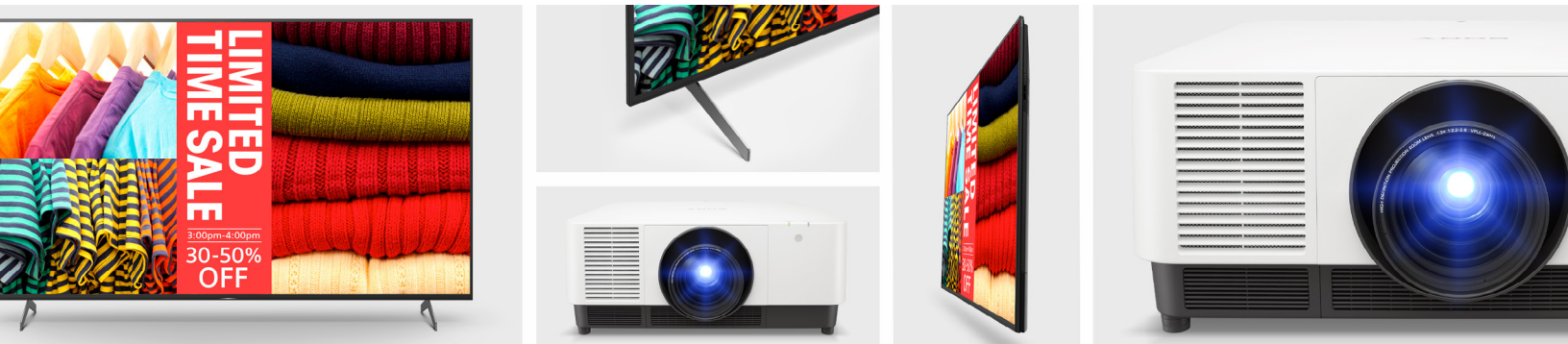


SONY

B2B AV Solutions

Advanced Replacement Program

Customers that may experience a problem with a BRAVIA® Professional Display (including FW and FWD Series) or VPL-Series Professional Laser Projector (excluding VPL-G, VPL-H, VPL-W models) while still under warranty* may be entitled to receive a replacement unit at no cost in exchange for the return of a unit that is determined by Sony to be defective.



***Warranty Periods: BRAVIA Professional Displays – 3 years | Laser VPL Projectors – 5 years**

If a projector is used 24/7 hours, then the usage exceeds the maximum warranty hours in less than 2 years.

Policy within 90 days of purchase from a Sony authorized channel partner:

- If damaged during shipment, Sony will replace the unit with A stock.
- If a technical issue occurs within 90 days of purchase, Sony will replace the unit with A stock.
- Keep the replacement unit and ship back the defective unit to Sony. Swap out only once!

Policy after 90 days of purchase from a Sony authorized channel partner:

- If a technical issue occurs after 90 days of purchase, Sony will replace the unit with B stock (if B stock not available, then A stock).
- Keep the replacement unit and ship back the defective unit. Swap out only once!

Steps to initiate a replacement:

1. End-user customer must call **800-883-6817** or email ProSupport@sony.com.
2. A Sony support team engineer works with customer to troubleshoot and determine if the unit is defective.
3. If Sony determines the unit is defective, then:
 - a. **During first 90 days of warranty**, an A stock replacement is sent along with a return label to the customer.
 - b. **After 90 days and for the remainder of the warranty**, a B stock unit is sent along with a return label to the customer. If B unit is not available, then A stock will be shipped.
 - c. The replacement will be the same or similar model. Replacement unit is warranted for the remainder of the original unit's warranty.
 - d. Under no circumstances should the channel partner replace the unit from their own stock and then seek remediation (i.e.: RA or ATR).
 - e. Using the replacement unit's packaging and the provided return shipping label, the customer returns the defective unit back to Sony within 30 days of receiving the replacement. Specific instructions will be provided for Pro BRAVIA display sizes below 65".

Please contact your Sony Account Representative with any questions you may have on this program.

pro.sony/avsolutions

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