

**SONY**

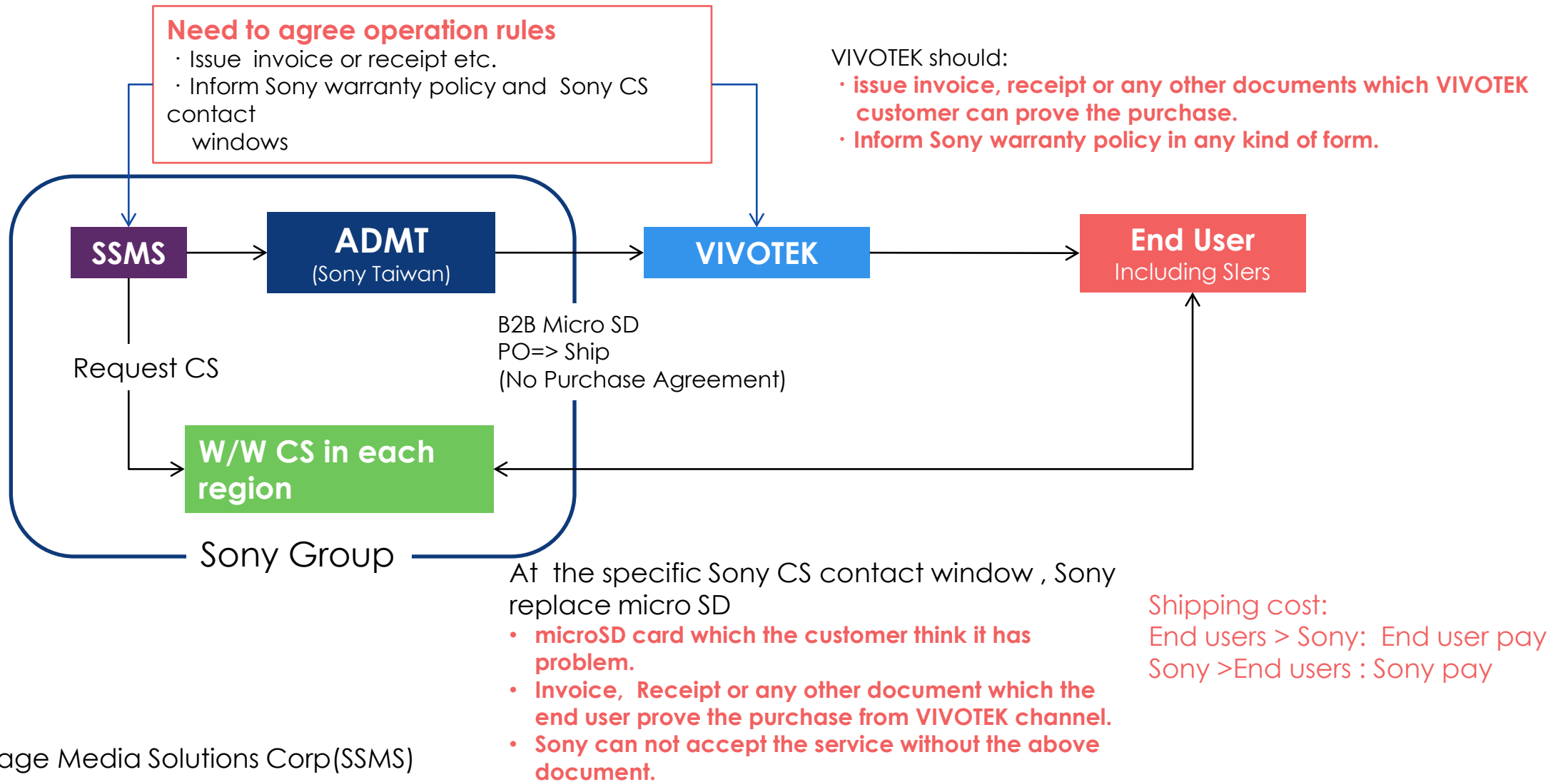
# **B2B micro SD card Customer Supports**

For VIVOTEK customers

2017/ 04/07

Sony Storage Media Solutions Corporation

# CS Flow



Note: Sony Storage Media Solutions Corp(SSMS)

# Warranty Policy

## Sony micro SD card Warranty policy and limitation

Sony warrants Sony micro SD card with lifespan notification function ("Product") which purchased from an authorized distributor, authorized reseller or with dedicated host equipment.

## Terms and Condition

To obtain warranty service based on the terms and conditions mentioned below, proof of purchase, in the form of purchase receipt or invoice, issued by the dealer ("Receipt or Invoice") will be required. Sony warrants Sony micro SD card with lifespan notification function to its original purchaser against defects in material or workmanship during ordinary use, as follows: For short period of 3 (three) years from the Date of Purchase or during life span, Sony will bear the labor charges and the costs of product needed for the replace of the product determined to be defective by the dedicated Sony Service Centers. Any products replaced under this limited warranty will become the property of Sony.

To receive the warranty services, the defective product, together with the Receipt and Invoice has to be delivered, by hand or sent by prepaid delivery service, to the dedicated Sony Service Centers, at your own risk and expense. The replaced product may be returned by post (air/surface) upon your request and at your own risk. This limited warranty does not cover cosmetic damage, acts of God, accident, external forces and impact (such as excessive heat, power surges and abnormal voltage), misuse (such as failure to install, use or maintain the product in accordance with instructions of host equipment), abuse or negligence. It is your responsibility to backup any data, software or other materials you may have stored or preserved on your unit. It is likely that such data, software or other materials will be lost or reformatted during service and Sony will not be responsible any such loss or damage.

**EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, NO OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS SONY PRODUCT; UNDER NO CIRCUMSTANCES SONY SHALL NOT LIABLE FOR ANY DAMAGE TO OR LOSS OF RECORDED DATA, LOSS OF PROFITS, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES SUSTAINED IN CONNECTION WITH THIS SONY PRODUCT.**

This limited warranty gives you specific legal rights and you may have other rights which vary from state to state or jurisdiction to jurisdiction.

# Contact List

AS of 07. 04, 2017

Sony Service Center for micro SD card with lifespan notification function

## North America and Brazil

Technical Support at Sony Service and Operations of Americas (SSOA) located in U.S

English and Spanish are available.

US toll free: 877-440-3453

Direct Line: 956-759-4660

e-mail: [mediaservices@am.sony.com](mailto:mediaservices@am.sony.com)

## India

Technical Support at Sony India Ltd  
tel: 9999 858873

## Asia / Pacific area except India

Sony Storage Media Solutions

Only English is available.

E-mail: [ssms-mqa-support@sony.com](mailto:ssms-mqa-support@sony.com)

## Japan

Customer Information Center

tel: 0120-333-020 / 050-3754-9577 (from mobile phone)

## Europe

Technical Support at Sony Europe Ltd.

Only English available

e-mail: [RMEZoneQA@eu.sony.com](mailto:RMEZoneQA@eu.sony.com)

## CIS

Sony Service Center

<http://services.sony.ru/support/ru/repair/asc>

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