

# Limited Warranty Statement

SONY ELECTRONICS INC. ("SONY") warrants this computer hardware product ("Product") as follows:

**Labor:** For a period of twelve (12) calendar months from the original date of purchase, SONY will repair defects in the Product (for notebook computers: this does not include the supplied battery pack) at no charge, or pay the associated labor charges to a SONY authorized personal computer service facility. After the applicable period you must pay for all labor charges.

**Parts** (for notebook computers: this does not include the supplied battery pack): For a period of twelve (12) calendar months from the original date of purchase, SONY will supply, at no charge, new or rebuilt, at SONY's option, replacement parts in exchange for parts. Any replacement parts will be warranted for the remainder of the original warranty period or ninety (90) calendar days from installation by SONY's authorized personal computer service facility, whichever is longer. All parts replaced under this Limited Warranty will become the property of SONY.

**For the original battery packs supplied with notebook computers:** For a period of thirty (30) days from the original date of purchase, at SONY's option and at no charge, SONY will replace a battery pack with either a new or rebuilt replacement battery pack. Replacement battery packs will be warranted for an additional thirty (30) days from Sony's delivery date. All battery packs that are replaced under this Limited Warranty will become the property of SONY.

This Limited Warranty covers only the hardware components packaged with the Product. It does not cover technical assistance for hardware or software usage and it does not cover any software products whether or not contained in the Product; any such software is provided "AS IS" unless expressly provided for in any enclosed software Limited Warranty. Please refer to the End User License Agreements included with the Product for your rights and obligations with respect to the software.

Proof of purchase in the form of a bill of sale (which is evidence that the Product is within the warranty period) must be presented to obtain warranty service. In addition, if replacement parts are required and you wish to receive the most expedient service available, you will be required to provide SONY with a credit card authorization to bill your credit card in the event you fail to return the original parts in the postage-paid envelope we provide. The credit card will only be charged for SONY's list price for the part if the part has not been returned within thirty days.

With respect to all service provided, it is your responsibility to back up the contents of your hard drive, including any data you have stored or software you have installed on the hard drive. It is likely that the contents of your hard drive will be lost or reformatted in the course of service and SONY will not be responsible for any damage to or loss of any programs, data or other information stored on any media or any part of any Product serviced hereunder.

IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE HARD DRIVE ARE ALTERED, DELETED, OR IN ANY WAY MODIFIED, SONY IS NOT RESPONSIBLE WHATSOEVER. YOUR PRODUCT WILL BE RETURNED TO YOU CONFIGURED AS ORIGINALLY PURCHASED (SUBJECT TO AVAILABILITY OF SOFTWARE).

Be sure to remove all third party hardware, software, features, parts, options, alterations, and attachments not warranted by SONY prior to sending the product to SONY for service. SONY is not liable for any loss or damage to these items.

This Limited Warranty does not cover any consumable items supplied with this Product; cosmetic damages; damage or loss to any software programs, data, or removable storage media (except as expressly provided here for the supplied notebook computer battery pack); or damage due to (1) acts of God, accident, misuse, abuse, negligence, commercial use or modifications of this Product; (2) improper operation or maintenance of this Product; (3) connection to improper voltage supply; (4) attempted repair by any party other than a SONY authorized personal computer service facility; or (5) tampering with internal components. This Limited Warranty does not apply when the malfunction results from the use of this Product in conjunction with accessories, products or ancillary or peripheral equipment, or where it is determined by SONY that there is no fault with this Product itself. This Limited Warranty is valid only in country of purchase, either the United States of America or Canada.

This Limited Warranty is invalid if the factory applied serial number has been altered or removed from the Product.

Repair or replacement of parts or hardware as provided under this Limited Warranty is the exclusive remedy of the consumer. SONY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL THEORY RELATED TO THIS PRODUCT. SUCH DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF DATA, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, DOWN TIME AND PURCHASER'S TIME. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.

**Technical Support:** Although technical support is not provided free of charge under this Limited Warranty, SONY has established a telephone number for technical support. Charges may apply for technical support, unless and to the extent that free technical support for a limited period is provided in writing as a feature of your Product. Prior to placing your call, please have available the model and serial number for your Product, date of purchase, a list of all options installed in your Product and a detailed description of the problem. For Product information, service assistance, resolution of a service problem, or technical assistance, call: 1-888-4SONYPC (476-6972).

To access product support, online knowledge database, frequently asked questions, and free updates via the Internet, visit: <http://www.sony.com/pcsupport>.