

SONY

SONY ELECTRONICS INC.

Product Repair Information

Date: _____

Customer File#: E Fax Number: _____

Fill out the information below and include this form with Product:

Return Shipping Information

Name: _____

Address: _____

Return Shipping will be UPS, Do Not use P.O. Box

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone Number: _____ - _____ - _____ email address: _____

Model #:

Serial #:

Description of Failure/Symptom: _____

Packing and Pricing Information

Packing Instructions:

- Use sturdy boxes
- Make sure your box is large enough to put adequate padding around contents.
- Inside Packing - examples: loose "peanuts", densely packed shredded paper and bubble wrap.
- Use a minimum of 2" to 3" of packing material all around the item - more for fragile items.
- Use enough packing material so that the item does not shift or move during transit.

Shipping Instructions:

- Insure Product and use a shipper that provides a tracking number or confirmation of delivery.

Flat Rate Disclaimer:

Flat Rate Program excludes Non-Consumer Products, Picture Tube or Projection TV Tubes, any condition resulting from physical abuse or misuse, excessive wear, units over seven (7) years from last market date, damage resulting from prior service. *If unit not covered by Flat Rate an estimate charge of 25.00 will be applied.*

Flat Rate Repair Price including Tax (if applicable) and Return Shipping \$:

Include a copy of your Bill of Sale if unit is within the Warranty period

Payment required before service

Payment Type

Credit Card – Circle One or **enclose check**

Visa Master Card Discover American Express # _____ Exp date ____/____/____

Authorized by : _____ Date ____/____/____

and Ship Unit To:
Sony Service Center