



Sony Ericsson

## QUICK REFERENCE STANDARD RETURNS PROGRAM

### Sony Ericsson Quality Guarantee

- If a Sony Ericsson Mobile Phone unit proves defective under normal use and service due to improper materials or workmanship, Sony Ericsson will exchange the defective Mobile Phone Kit.
- To qualify under this program the Customer must verify returned **Mobile Phone** meets **all** of the following **Criteria**:

#### Store Stock DOA:

- The phone's Airtime is less than or equal **10 minutes**
- The phone never leaves selling facility
- A fault **must** be identified
- The **Mobile phone** is returned in its **original** packaging to Sony Ericsson Authorized Return center within **180 days** from date of manufacture.
- The phone unit (kit) has not been physically abused

#### 30-day customer return:

- The **Mobile phone** must have failed within the first **30 days** from original purchase date.
- Proof Of Purchase **must** be provided
- A fault **must** be identified.
- The **Mobile phone** is returned in its **original** packaging to Sony Ericsson Authorized Return Center within **15 calendar days** of **Consumer** return to store.
- The **Mobile Phone** must be new and non-refurbished

To receive an exchange the Customer must:

- Have purchased the Mobile Phone Kit directly from an authorized dealer/retailer.
- Return the **Mobile Phone** in its original packaging.
- Defective Mobile Phones, which do not meet Criteria listed above, may be covered under Sony Ericsson's One-Year Warranty Exchange Program.

### Accessory Returns

- If a Sony Ericsson Original Accessory proves defective under normal use and service due to improper materials or workmanship, within 0 -12 months from the Date of Purchase, Ericsson will exchange the defective Accessory.
- To qualify under this program the Customer must verify the returned **Accessory** meets the following **Criteria**:
  - The accessory is returned by the **Consumer** within 12 months of the Proof of Purchase.
  - Optionally, select accessories exhibit a date of manufacture, if such items are returned within 15 months of the manufacture date no verification of the Proof of Purchase is required.
  - The Proof of Purchase must be physically verified by the Customer.
  - The accessory has not been physically abused.

### Date of Manufacture

The Date of Manufacture is located on the back Phone Unit (Mobile Phones) and on select Accessories (Batteries, Charger, etc).

Formats: 99265 (Year, Week, Day of week)  
 99W26 (Year, Week)  
 9926 (Year, Week)  
 S/N xxxxxxAABBCC yyWww (yy-year, ww-week)  
 S/N ywwxxxxxAABBCC (y-year, ww-week)  
 S/N yywwxxxxxAABBCC (yy-year, ww-week)

Refurbished units may be identified by a secondary date code found the back of the phone unit. This date will be preceded by letter R R992R1 (Year, Week, Revision).

### One-Year Warranty

- At any time during the warranty period, defective Mobile Phones can be repaired at an authorized Sony Ericsson service center. If a service center is not available, defective Mobile Phones can be exchanged for a re-manufactured (over the counter exchange) through Sony Ericsson's Authorized OTC, Mech-CSC or Sony Ericsson Authorized Return Center.
- To qualify under this program Customer must verify returned **Mobile Phone** meets the following **Criteria**:
  - Phone must be returned within 12 months from purchase
  - Phone must have a verified fault
  - Customer must provide "Proof of Purchase" with return
  - Phone has not been physically abused
  - If "Proof of Purchase" is unavailable – phone must be returned within 15 months of manufacture date

### Return of Refurbished Units

- If a re-furbished Mobile Phones received under the One-Year Warranty proves to be defective, the defective Mobile Phone may be exchanged for another re-manufactured Mobile Phone through Sony Ericsson's authorized OTC, Mech-CSC or Sony Ericsson Authorized Return Center.
- To qualify under this program the Customer must verify the refurbished **Mobile Phone** meets of the following **Criteria**:
  - Phone must be returned within 12 months of original purchase date
  - Phone must have a verified fault
  - Customer must provide proof of purchase with return
  - If "Proof of Purchase" is unavailable – Phone must be returned within 90 days of Refurbished Manufacture date
  - Phone has not been physically abused

### General Information

- Sony Ericsson verifies **Mobile Phone** failures associated with Mobile Phone Kit and Accessory Returns prior to the issuance of Customer exchange.
- Units returned to Sony Ericsson Authorized Return Center, which do not meet all criteria, will be rejected. Sony Ericsson Authorized Return Center will return the items received to the original shipment location. Customer agrees to accept rejected units without exception.
- Store Stock DOA and 30-day customer Returns require **Mobile Phones** to be returned in its original packaging as a **complete** kit. This includes original packaging, accessories, manuals, cables and packaging material.

**Sony Ericsson Authorized Return Center**  
**213 Harry Walker Parkway South**  
**Newmarket, Ontario**  
**L3Y 8T3**