

Handling Sony Interactive Entertainment Benelux (SIE) Defects

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Process description

If a consumer has a defective Sony Interactive Entertainment Benelux (further referred to as SIE) product, these are the steps to take.

Always advise consumers to contact SIE's helpdesk first:

<https://www.playstation.com/en-gb/support/>.

In this way, consumers are helped directly and in the fastest possible way.

If the consumer does not want direct handling, the following applies.

Please note that SIE's [warranty conditions](#) apply.

Please note, commercial return requests for SIE products must be submitted to your contact at Micromedia and cannot be requested via the method below.

Terms used and their explanation

Accessory: a separate item that belongs to a larger unit. For example, a controller is an accessory to a Playstation.

Damage: damage involves visible damage on the outside.

Commercial return requests: returns requested due to excess stock, for example.

Console: a computer system made specifically to play games.

Dead on arrival (DOA): used in the technical and computer world to indicate that hardware is already (fully or partially) broken at or shortly after delivery.

Defect: with a defect, the device does not work and it cannot be seen from the outside.

DOA term: the period within which a defective item falling within the warranty terms is subject to the DOA process.

Warranty conditions: SIE's conditions that an item and its use must meet in order to be guaranteed to be credited, repaired or replaced (refurbished).

Warranty period: the period of time applied by SIE within which a defect will be credited, repaired free of charge or replaced (refurbished) free of charge by SIE.

Micromedia: wherever Micromedia is mentioned, Micromedia BV is meant.

Repair: a defective console or VR device that falls outside the DOA term and within the warranty terms.

SIE: Sony Interactive Entertainment Benelux

VR equipment: Virtual Reality equipment, such as VR glasses and associated VR controllers.

There are 2 product groups, each with different handling.

1. Accessories
2. Consoles and VR devices

Accessories

Warranty term SIE

Defective within 1 year of purchase, is DOA and can be returned via the regular Micromedia RMA form. Accessories will not be repaired.

You check the product on intake for:

- Purchase date and proof of purchase
- Damages. If the product has visible damage, the RMA request will be rejected.
- Completeness. If the product is not complete, the consumer must still supply the missing part before you can submit the RMA request. Incomplete products will not be processed.
- The defect falls under the [warranty conditions](#) from SIE.

If these conditions are met, you can submit an RMA request.

Submit RMA request

You can only submit a DOA RMA request via the regular Micromedia RMA form.

You can request several SIE DOAs on one form, but only up to 1 serial number per line. Please note that only fully completed forms will be processed.

Micromedia checks the details from your request. If the accessory was never registered online, the purchase date will be looked at. You are responsible for ensuring that the proof of purchase does not contain any privacy-sensitive data (such as name and address or bank details) when providing it to Micromedia.

If these dates fall outside the warranty period, the RMA request will be rejected. If these dates fall within the warranty period, the RMA request will be accepted and you will receive an agreement with an RMA number.

Send product after RMA agreement

After an RMA agreement, send the defective product to Micromedia complete and well-packaged. Make sure that the product cannot be identified from the outer packaging. The RMA number issued by Micromedia must be clearly and visibly marked on the shipment and the RMA agreement must be attached as a packing slip.

The shipment must be delivered to Micromedia carriage paid within 14 days of the issue of the RMA number.

Products for which an RMA agreement and number has not been issued will be returned at your risk and expense.

You will receive a credit 14 days after receipt of your defective item at Micromedia.

Should SIE still refuse the RMA request of an item, the credited amount relating to that item will be charged back.

RMA application to SIE

Micromedia receives the product and registers it.

If we do not receive the correct items, we will inform you and return the incorrectly sent items at your risk and expense. Missing items are not included in this RMA request by Micromedia towards SIE. For that, you can start a new request.

Micromedia submits the RMA request and SIE then checks the dates of online activity or purchase date again. If these dates fall outside the warranty period, the RMA request will still be rejected and the product will be returned at your risk and expense.

If SIE agrees with your request, SIE will collect the product from Micromedia, check the product for completeness and see if it meets all [warranty conditions](#). If SIE finds that the product has not been delivered complete, or if the guarantee conditions have not been met, SIE will open a dispute. You will receive an e-mail about this. If SIE has found nothing strange, SIE will approve the application.

Consoles and VR devices

- **Warranty term** Sony Interactive Entertainment Benelux (SIE)
Defective within 30 days of purchase and has not been online since, is **DOA** and will be credited if all warranty conditions are met. Application can only be made via the [regular Micromedia RMA form](#).
- Defective after 30 days, but within 1 year of purchase and not having been online after that year, is eligible for the free **repair** process. Application can only be made via the [Micromedia RMA form - repair](#).
- After 1 year from purchase date defective, or having been online later than 1 year after purchase, there is the possibility of **repair** at a [cost](#) known in advance. Application can only be made via the [Micromedia RMA form - repair](#).

DOA

Submit **RMA request**

You can only submit a DOA RMA request via the regular Micromedia RMA form. You can request several SIE DOAs on one form, but only a maximum of 1 serial number per line. Please note that only fully completed forms will be processed. If not everything has been completed, we will contact you and you can submit the request again after completing it.

Micromedia checks the details from your request. If the product was never registered online, the purchase date will be looked at. You are responsible for ensuring that the proof of purchase does not contain any privacy-sensitive data (such as name and address or bank details) when providing it to Micromedia.

Should the above dates fall outside the warranty period, the RMA request will be rejected. If these dates fall within the warranty period, the RMA request will be accepted and you will receive an agreement with an RMA number.

Send product after RMA agreement

After receiving your RMA agreement and number, send the defective product complete and well-packaged to Micromedia. Make sure that it is not possible to tell from the outer box which product it contains. The RMA number issued by Micromedia should be clearly and visibly displayed on the shipment and the RMA agreement should be attached as a packing slip.

The shipment must be delivered to Micromedia carriage paid within 14 days of the issue of the RMA number.

Products for which an RMA agreement and number has not been issued will be returned at your risk and expense. You will receive a credit 14 days after receipt of your defective item at Micromedia. Should SIE still refuse the RMA of an item, you will be charged back the credited amount relating to that item.

RMA application to SIE

Micromedia receives the product and registers it.

In case we find incorrect items upon receipt, we will inform you and return the incorrectly sent products at your risk and expense. Missing items are not included in this RMA request by Micromedia towards SIE. For that, you can start a new request.

Micromedia submits the RMA request and SIE then checks the dates of online activity or purchase date again. If these dates fall outside the warranty period, the RMA request will still be rejected and the product will be returned at your risk and expense. You may be able to request an RMA repair for this product after this. In that case, only the product itself, without accessories, will enter the repair process.

If SIE agrees with your application, SIE will collect the product from Micromedia, check the product for completeness and see if it meets all [warranty conditions](#). If it is complete and meets the warranty conditions, SIE will approve the application. If SIE finds that the product has not been delivered complete, or if the guarantee conditions have not been met, SIE will open a dispute. You will receive an e-mail about this.

Repair

You check the product on intake for:

- Purchase date and proof of purchase
- Damage. If the product has visible damage, the RMA request will be rejected.
- Only the defective product may enter the repair process. Accessories should not be sent with the product as SIE does not guarantee their return.
- The defect is covered by SIE's [warranty conditions](#).

If these conditions are met, you can submit an RMA request.

For products with a first online date (or a purchase date) longer than 1 year ago, SIE will charge a [repair fee](#). Agreement for those charges must be given on the RMA form.

SIE is responsible for carrying out the repair or replacing the product if repair is not possible. The replacement product may be a product refurbished by SIE. Wherever "the replacement product" is mentioned, it also means "the refurbished product".

SIE cannot guarantee the return of a stuck disc (and/or included accessories). Micromedia's liability herein is expressly excluded.

Submit RMA repair request to Micromedia

You can only submit a repair RMA request via the Micromedia RMA form-repair. You can submit 1 SIE repair per RMA request.

You indicate whether the consumer agrees to any repair costs if the product is out of warranty.

By using this repair service, you automatically agree to a minimum equivalent replacement (refurbished) product if the faulty product cannot be repaired.

Please note that only fully completed forms will be considered.

Micromedia checks the details from your request. If the product was never registered online, the purchase date will be looked at. You are responsible for ensuring that the proof of purchase does not contain any privacy-sensitive data (such as name and address or bank details) when providing it to Micromedia.

Older consoles or VR devices will no longer be accepted for repair. The [repair cost](#) site lists which products will be repaired.

If the product meets all the warranty conditions set by SIE, the RMA request will be accepted and you will receive an agreement with an RMA number.

Send product after RMA repair agreement

After an RMA agreement, please send only the defective product, without accessories, properly packed to Micromedia. Make sure that it is not possible to tell from the outer box which product it contains. The RMA number issued by Micromedia should be clearly and visibly displayed on the shipment and the RMA form should be attached as a packing slip.

The shipment must be delivered to Micromedia carriage paid within 7 days of the issue of the RMA number.

Products for which no RMA agreement and number has been issued will be returned at your risk and expense.

RMA application repair at SIE

Micromedia will receive and register the product. If we do not receive the correct product, we will inform you and return the incorrectly sent product at your risk and expense. Your current RMA agreement will expire. You can submit a new RMA request per product to be repaired.

Micromedia submits the RMA request and SIE then again checks the dates of online activity or the date of purchase. If these dates fall outside the warranty period, the RMA request will still be rejected. If this happens, the product will be returned at your risk and expense. If SIE agrees with your request, SIE will collect the product from Micromedia.

If the defect falls outside the warranty period of 1 year, or the other [warranty conditions](#) are not met, [repair costs](#) may be charged. These costs also apply when replacing a non-repairable product.

The scenarios below may occur:

1. SIE checks whether the product is covered by the [warranty conditions](#). If not, SIE will open a dispute by mail. Micromedia will then contact you.
2. SIE investigates and finds no defect. As soon as Micromedia receives this, we will return the product to you stating the issued RMA number at your risk and expense.
3. SIE cannot repair the product. SIE will send a replacement product to Micromedia. As soon as Micromedia receives this, you will receive an invoice for the repair costs. After this, the product will be sent to you stating the RMA number issued.
4. SIE can repair the product. SIE will send the repaired product to Micromedia. As soon as Micromedia receives it, you will receive an invoice for the repair costs. After this, you will receive the product back stating the issued RMA number.