

Fill-in assistance

**Micromedia RMA form –
regular (DOA)**

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Modifications

23-02-2024 §Serial number, additional information and 4 articles added

Your reference

Enter your own reference for this request here. This reference will be stated in further correspondence so that you can follow the progress of this request.

Micromedia item no.

Enter the Micromedia item number here. You can find this by logging in* to <https://online.micromedia.eu/> and looking up the relevant article there. Copy this number into this field in the form.

Title

Enter the title of the product here. You can find this by logging in* to <https://online.micromedia.eu/> and looking up the relevant article there. Copy this title into this field in the form.

EAN code

Enter the EAN code of the product here. You can find this by logging in* to <https://online.micromedia.eu/> and looking up the relevant article there. Copy the EAN code into this field in the form. An EAN code always consists of 12 or 13 numbers. It may start with a 0.

*If you don't have access to Micromedia online yet, you can submit a request for login details to sales@micromedia.eu.

Serial number

If the device has a serial number, this must be entered.

The serial number is always noted on a device in two ways.

1. Fully written out in numbers and/or letters
2. As a QR code or as a barcode

In case the serial number cannot be read, the QR code can be scanned with a mobile phone. Depending on the device brand and settings, after scanning the QR code via the camera, the serial number or a link with the serial number appears directly on the screen.

Sony serial numbers can be found using the instructions below.

PS4 controller

The serial number consists of 14 alphanumeric characters.

The serial number is located on the back of the wireless controller, as a barcode and in writing below the barcode.



PS4 controller image

PS5 controller

The serial number consists of 17 alphanumeric characters and usually starts with G10, G11, F21, ...

The serial number is located on the back of the controller, as a QR code and in writing below the QR code.



PS5 controller image

PlayStation VR2 controller

The serial number consists of 17 alphanumeric characters and usually starts with G10, G11, F21, ...

The serial number is located on the inside of the tracking ring, as a QR code and in writing below the QR code.

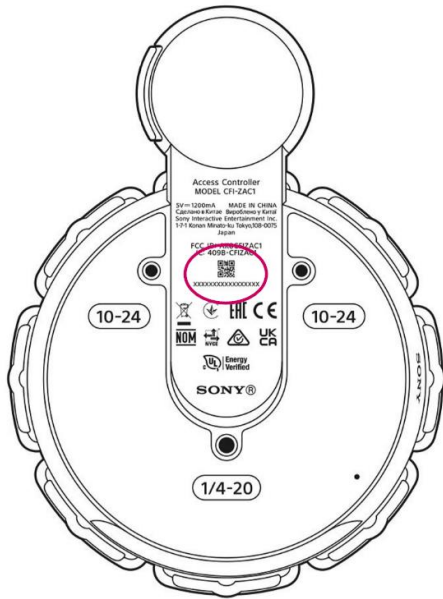


PlayStation VR2 controller image

PlayStation Access controller

The serial number consists of 17 alphanumeric characters and usually starts with G10, G11, F21.

The serial number is located on the back of the controller, as a QR code and in writing below the QR code.



PlayStation Access controller image

PS4 console (basic)

The serial number consists of 17 digits.

The serial number is located on the back of the system, in the lower left corner of the chassis.



PS4 console (basic) image

PS4 console Slim

The serial number consists of 17 digits.

The serial number is located under the bezel above the power port. You need to turn the system over to see this number.



PS4 console Slim image

PS4 console Pro

The serial number consists of 17 digits.

The serial number is located under the bezel, opposite the system ports. You need to turn the system over to see this number.



PS4 console Pro image

PS5 console (Disc and Digital)

The serial number consists of 17 digits.

It is located on the bottom of the console when it is placed vertically. Remove the base to reveal the serial number and model number of your PS5.

PS5 console Slim (Disc and Digital)

The serial number consists of 17 digits.

It is located on the bottom of the console when it is placed vertically. Remove the base to reveal the serial number and model number of your PS5.



PS5 console image (Slim, Disc and Digital)

PlayStation VR - Retractable processor unit

Serial number on the back of the processor unit starting with P01/P02.

Model number is CUH-ZVR1

PlayStation VR - Fixed processor unit

Serial number on the back of the processor unit starting with P03.

Model number is CUH-ZVR2

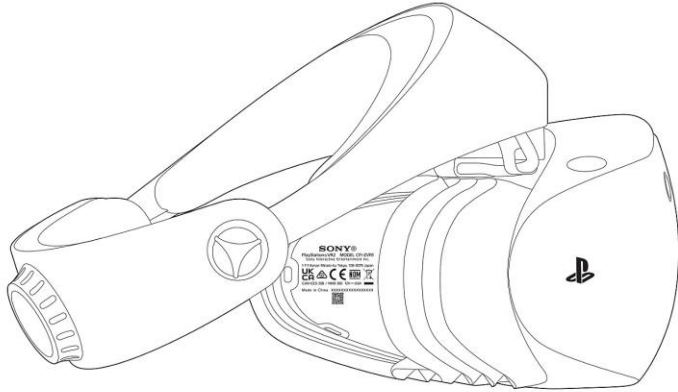


PlayStation VR image

PlayStation VR2

The serial number consists of 17 alphanumeric characters.

The serial number is located on the inside of the light shield, as a QR code and in writing above the QR code.



PlayStation VR2 image

PlayStation headset Pulse 3D

The serial number consists of 17 alphanumeric characters.

The serial number is usually located on the headband or under the cushion of the ear cup, as a QR code and/or in writing.

Note! Always use the serial number of the headset itself. Serial numbers of included accessories are different.



PlayStation headset Pulse 3D image

PlayStation Portal

The serial number consists of 17 alphanumeric characters.

The serial number is located on the back of your PS Portal, as a QR code and in writing next to the QR code.



PlayStation Portal image

PlayStation Disc Drive

The serial number consists of 17 alphanumeric characters.

The serial number is located on the back of the disc drive, next to the disc drive socket.

PlayStation disc drive image (available soon)

Return code

Per line, enter one of the 7 available codes listed at the bottom of the form. At code 7 in the field Comment/problem description you must enter exactly what the defect is.

Comment/problem description

You can provide an explanation of the relevant defective item per line here. At code 7 in the field Comment/problem description you must enter exactly what the defect is.