# Fill-in assistance

## RMA Form – repair

# Index

## Modifications

23-02-2024 §Serial number and model number, additional information and 1 article 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 and model number

Controllers, headsets, charging stations and other accessories cannot be repaired. For this, fill in an RMA form – regular.

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 consoles and VR devices have a serial number and a model number.

| 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. |
| The model number consists of the letters CUH followed by four numbers and a letter. |
| The model 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.

The model number consists of the letters CUH followed by four numbers and a letter.

The model number is located on the back of the system to the right of the power port.



*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.

The model number consists of the letters CUH followed by four numbers and a letter.

The model number is located on the back of the system, above the system port.

*PS4 console Pro image*

## PS5 console (Disc and Digital)

The serial number consists of 17 alphanumeric characters.

The serial number 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.

The model number consists of the letters CFI followed by 10xx and the letter A or B.

The model number 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 (Disk en Digitaal)

The serial number consists of 17 alphanumeric characters.

The serial number 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.

The model number consists of the letters CFI followed by 20xx.

The model number 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

The serial number has 14 alphanumeric characters.

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

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

The model number is on the original packaging.

CUH-ZVR1 for the retractable processor unit.

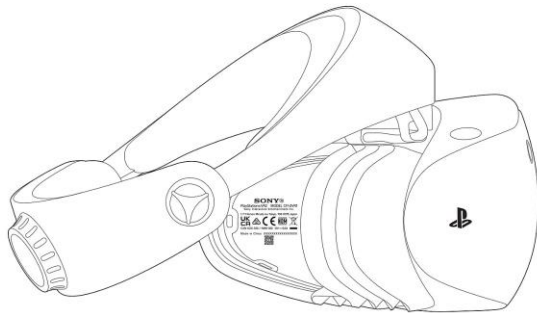CUH-ZVR2 for the fixed processor unit.



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.

The model number consists of the letter CFI followed by 3 letters and 1 number.

The model number is on the original packaging and by the serial number.



PlayStation VR2 image

## Date of purchase

State the consumer's date of purchase and include the purchase receipt in your request.

## Reason for return

Reason already filled in for you: Repair. You cannot change this.

## Return code

Code already filled in for you: 9. You cannot change this.

## Visible damage?

If there is visible damage to the item, enter "YES" here, otherwise "NO". You can also indicate what you see here in the field Comment/problem description.

## Agree to repair costs?

If the defect is covered by warranty, repair costs will not apply. If the defect is not covered by warranty, repair costs will apply. Your consumer must agree to this in advance by entering "YES".

For the current repair costs, go to: https://www.micromedia.eu/benelux/en/returns/ under the heading Sony repair requests. If the device is out of warranty and no agreement to repair costs has been given, the device cannot be repaired.

## Media stuck in device?

Enter "YES" or "NO" here. If a CD or similar item is stuck inside the item, please specify the title of the stuck item in the field Comment/problem description.

## Comment/problem description

Enter the problem here. Possibly including the title of the stuck media.