

## LIMITED PRODUCT WARRANTY FOR REFURBISHED PRODUCT

This Limited Warranty is being offered solely by **Asset Recovery Division, LLC (“LSI”)**, a subsidiary of Liquidity Services, Inc. and is between Purchaser and LSI only. LSI warrants this product against defects in material or workmanship, as follows:

<b>Warranty Period for Parts &amp; Labor</b>	For a period of ninety (90) days from the date of purchase, LSI will, at no charge, repair this product if determined by LSI to be defective. After the warranty period, the Purchaser must pay all parts and labor charges.
<b>Territories</b>	Warranty coverage is only valid within the United States, excluding territories.

During the warranty period, to repair the product, Purchaser will either return the defective product, freight prepaid, or deliver it to LSI Customer Service or to a service facility authorized by LSI. The product to be repaired is to be returned in either its original carton or a similar package affording an equal degree of protection. All accessories must be returned with the product. LSI will return the repaired product freight prepaid to Purchaser. LSI is not obligated to provide Purchaser with a substitute unit during the warranty period or at any time.

*The limited warranty stated on this card is subject to all of the following terms and conditions.*

### TERMS AND CONDITIONS

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**1. NOTIFICATION OF CLAIMS: WARRANTY SERVICE:** If Purchaser believes that the product is defective in material or workmanship, then written notice with an explanation of the claim shall be given promptly by Purchaser to LSI but all claims for warranty service must be made within the warranty period. No repair or replacement of any product or part thereof shall extend the warranty period as to the entire product. The specific warranty on the repaired part only shall be in effect for a period of ninety (90) days following the repair or replacement of that part or the remaining period of the product parts warranty, whichever is greater.

**2. EXCLUSIVE REMEDY: ACCEPTANCE:** Purchaser’s exclusive remedy and LSI’s sole obligation is to supply (or pay for) all labor necessary to repair any product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for defective parts. If repair or replacement fails to remedy the defect, then, and only in such event, shall LSI refund to Purchaser the purchase price for such product. In the event that an exact replacement is not available, the defective part or product will be replaced with a comparable part or product of equal or greater value. Defective products must be returned by the Purchaser to the designated authorized facility for repair. Purchaser’s failure to make a claim as provided in paragraph 1 above or continued use of the product shall constitute an unqualified acceptance of such product and a waiver by Purchaser of all claims thereto.

**3. EXCEPTIONS TO LIMITED WARRANTY:** LSI shall have no liability or obligation to Purchaser with respect to any product requiring service during the warranty period which is subjected to any of the following: abuse, improper use: negligence, accident, modification, failure of the end-user to follow the operating procedures outlined in the user's manual, failure of the end-user to follow the maintenance procedures in the service manual for the product where a schedule is specified for regular replacement or maintenance or cleaning of certain parts (based on usage) and the end-user has failed to follow such schedule; attempted repair by non-qualified personnel; operation of the product outside of the published environmental and electrical parameters, or if such product's original identification (trademark, serial number) markings have been defaced, altered, or removed. LSI excludes from warranty coverage products sold AS IS and/or WITH ALL FAULTS and excludes used products which have not been sold by LSI either directly from LSI or, indirectly, by a purchaser on an LSI marketplace. LSI also excludes from warranty coverage consumable items such as fuses and batteries.

All software and accompanying documentation furnished with, or as part of the product is furnished "AS IS" (i.e., without any warranty of any kind), except where expressly provided otherwise in any documentation or license agreement furnished with the product.

**4. CUSTOMER DATA:** LSI is not responsible for damage to or loss of any programs, data or removable storage media. Purchaser shall be solely responsible for maintaining backup data necessary to replace Purchaser data lost or damaged from any cause.

**5. PROOF OF PURCHASE:** The Purchaser's dated bill of sale must be retained as evidence of the date of purchase and to establish warranty eligibility. The bill of sale must be with either LSI or an authorized re-seller of product who purchased the product from LSI.

#### **DISCLAIMER OF WARRANTY**

**EXCEPT FOR THE FOREGOING WARRANTIES, LSI HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY AND/OR ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND/OR ANY WARRANTY WITH REGARD TO ANY CLAIM OF INFRINGEMENT THAT MAY BE PROVIDED IN SECTION 2-312(3) OF THE UNIFORM COMMERCIAL CODE AND/OR IN ANY OTHER COMPARABLE STATE STATUTE. LSI HEREBY DISCLAIMS ANY REPRESENTATIONS OR WARRANTY THAT THE PRODUCT IS COMPATIBLE WITH ANY COMBINATION OF NON-LSI PRODUCTS PURCHASER MAY CHOOSE TO CONNECT TO THE PRODUCT.**

## LIMITATION OF LIABILITY

**THE LIABILITY OF LSI, IF ANY, AND PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER, REGARDLESS OF THE LEGAL THEORY AND WHETHER ARISING IN TORT OR CONTRACT, SHALL NOT BE GREATER THAN THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH SUCH CLAIM IS MADE. IN NO EVENT SHALL LSI BE LIABLE TO PURCHASER FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, BUT NOT LIMITED TO, COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS OR FOR ANY OTHER REASON WHATSOEVER.**

## LSI RETURN POLICY INFORMATION

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The purchaser is entitled to mail-in service during the warranty period subject to compliance with the following requirements:

1. Before contacting LSI Customer Service, purchaser may want to consult Frequently Asked Questions (FAQ's) found on <http://esupport.sony.com/>. Please continue to note that this refurbished product is offered for sale by LSI, and this Limited Warranty is solely between LSI and Purchaser. Visiting this webpage for possible troubleshooting does not create a relationship with Sony in relation to your refurbished product, and Purchaser has no right to a warranty claims or repair directly with Sony.
2. If product FAQ's do not resolve purchaser's issue or the merchandise does not have FAQs, purchaser may contact LSI using the contact information below.
3. If a repair diagnostic is necessary, a member of LSI's customer service support team will advise purchaser to complete a Return Merchandise Authorization (RMA request) and provide instruction on where to send purchaser's product for service. Purchaser must follow all of LSI's RMA policies and procedures. LSI's refurbishing agent will prepay shipping charges associated with transportation of the product. In addition, purchaser is responsible for insuring any product shipped or returned. Purchaser assumes the risk of loss during shipment. All such charges are not refundable. Do not send any product back without getting a Return Merchandise Authorization first.
4. Use the original shipping and packing materials and include a description of the product issues or symptoms. The RMA number must be noted on the exterior of the shipping container. Purchaser should remove or cross out old labels or markings on a used box.
5. Purchaser must provide valid proof of purchase. Service options are subject to change without notice.

Contact LSI customer service at [warrantysupport@liquidityservices.com](mailto:warrantysupport@liquidityservices.com) or call phone support at 1-877-330-6820 for a Return Authorization. **Purchaser should have the PO number available when calling and include the order number in any correspondence.**

Customer Service hours of operation are Monday through Friday from 9:00am to 6:00pm EST.