

SONY TV RETURNS

WARRANTY: 14 Days from the date of purchase from distributor to reseller, or proof of purchase to end user within the last 14 days.

Cracked Panel (Hidden Damage)

How to qualify for an advanced exchange:

1. TV must have the original box
2. Customer bill of sale if DOW invoice is past 14 days

Pictures – the following pictures are required prior to any advanced exchange:

1. Front of Box – Do not cut off any portion of the box.
2. Back of Box – Do not cut off any portion of the box.
3. Sides of box – from top to bottom of both sides.
4. Box Label on the Side of the box (label contains part number and serial number)
5. Photo of label on the back of the TV.
6. Photo of the TV with power on and off (Remove from tray and any labels covering the panel must be removed.)
7. Picture of damage close up.
8. Picture of packaging, front, back and top of Styrofoam.
9. Sony will provide DOW a BOL from FedEx to pick up TV – Dealer needs to hold until RMA approval from Sony is received.

Example 1 (Cracked Panel)



Once the Pictures have been examined and found to be complete for RMA processing and NO damage to the box is visible Dow will exchange the TV on Net 18 Days.

If box has slight damage, Dow will submit the request on the dealer's behalf but will not advance exchange the TV. If approved by Sony, Dow will provide credit to the customer's account on file or apply the credit back to the CC on file for the original purchase.

Customer must have the original box – No EXCEPTIONS

WARRANTY: 14 Days from the date of purchase from distributor to reseller, or proof of purchase to end user within the last 14 days.

Defective Sony TV (Manufacture Defect)

How to qualify for an advanced exchange:

1. Original box not required but preferred – replacement box can be used to transport back to Sony.
2. Customer bill of sale to the end user if Dow invoice is past 14 days

Pictures that may be requested are as follows:

1. Label on back of TV that has the SN and Model number
2. Picture of TV powered on and off (full screen)
3. Description of defect

Sony will provide DOW a BOL from FedEx to pick up TV – Dealer needs to hold until RMA approval from Sony is received.

Once the Pictures have been examined and found to be complete for RMA processing Dow will exchange the TV on Net 18 Days.

Dow will submit the request on the dealer's behalf and once approved will request the shipping label from Sony to ship the unit back to Sony which will be forwarded to the retailer. They will need to make a copy to provide the driver, or they will NOT take the TV.

After 14 day and up to day 60, the dealer can contact Sony Tech Support at installsupport@am.sony.com or 866-924-7669 for assistance to see if they qualify for a case number from the Install Support Team. Once they have determined that the product qualifies for an exchange the dealer will receive an email with approval and this can be forward to the DOW RMA Team, and we will process the RA and advanced exchange.

Not all defective/damaged products will qualify for an exchange/return, however 99% of them will.

The retailer must also be in good standing with Dow Technologies for any advanced exchange