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# Limited Warranty Statement

## Sony Personal Entertainment Organizer Warranty

The limited warranty on your hardware covers parts and labor against defects in material or workmanship for a period of three months from the original date of purchase. You can extend the warranty period for an additional nine months by registering your CLIE handheld. See “Customer registration” in *Read This First*. Once you register your CLIE handheld, the limited warranty period is twelve months from the original date of purchase.

For the purpose of this Limited Warranty “SONY” means SONY ELECTRONICS INC. for Products purchased in the United States of America. SONY warrants this CLIE handheld hardware product (“the Product”) against defects in material or workmanship as follows:

1. Labor: For a period of ninety (90) calendar days from the original date of purchase from SONY or a SONY authorized reseller, SONY will repair defects in material or workmanship in the Product at no charge, or pay the associated labor charges to a SONY authorized service facility. The ninety (90) day warranty period is extendible only to the original purchaser, for an additional period of nine (9) months, for a total of twelve (12) months from date of purchase when the Product is registered electronically prior to the expiry of ninety (90) days from the original date of purchase. After the applicable period you must pay for all labor charges.
2. Parts: For a period of ninety (90) calendar days from the original date of purchase from SONY or a SONY authorized reseller, SONY will supply, at no charge, new or rebuilt, at SONY’s option, replacement parts in exchange for defective parts. Any replacement parts will be warranted for the remainder of the original warranty period or ninety (90) calendar days from installation by SONY’s authorized service facility, whichever is longer. The ninety (90) day warranty period is extendible only to the original purchaser, for an additional period of nine (9) months, for a total of twelve (12) months from date of purchase when the Product is registered prior to the expiry of ninety (90) days from the original date of purchase. All defective parts replaced under this Limited Warranty will become the property of SONY.

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This Limited Warranty covers only the hardware components packaged with the Product. It does not cover the technical assistance for hardware or software usage and it does not cover any software products whether or not contained in the Product. SONY excludes all warranties express or implied in respect of any software provided with the product and any such software is provided AS IS unless expressly provided for in any enclosed software limited warranty. Please refer to the End User License Agreements included with the Product for your rights and obligations with respect to the software.

This Limited Warranty is non-transferable. Proof of purchase in the form of a bill of sale (which is evidence that the Product is within the warranty period) must be presented to obtain warranty service. In addition, if replacement parts are required and you wish to receive the most expedient service available, you will be required to provide SONY with a credit card authorization to bill your credit card in the event you fail to return the original parts in the postage-paid envelope we provide. The credit card will only be charged for SONY's list price for the part if the original part has not been returned within thirty (30) days.

With respect of certain components you may be entitled to express warranty service during the warranty period, subject to certain restriction. Please contact SONY as indicated below for further information.

With respect to all service provided, it is your responsibility prior to Product service to backup the data stored in its memory. It is likely that the contents of the memory will be lost or reformatted in the course of service and SONY will not be responsible for any damage to or loss of any programs, data or other information stored on any media or any part of any Product serviced hereunder or any consequential damages resulting therefrom.

IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE MEMORY ARE ALTERED, DELETED OR IN ANY WAY MODIFIED, SONY IS NOT RESPONSIBLE WHATSOEVER. YOUR PRODUCT WILL BE RETURNED TO YOU CONFIGURED AS ORIGINALLY PURCHASED (SUBJECT TO AVAILABILITY OF SOFTWARE AND ANY SUBSEQUENT REVISION).

Be sure to remove all third party hardware, software, features, parts, options, alterations, and attachments not warranted by SONY prior to sending the Product to SONY for service. SONY is not liable for any loss or damage to these items.

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This Limited Warranty does not cover any consumable items supplied with the Product; cosmetic damages; damage or loss to any software programs, data, or media; or damage due to (1) acts of God, accident, misuse, abuse, negligence, commercial use or modifications of this Product; (2) improper operation or maintenance of this Product; (3) connection to improper voltage supply; or (4) attempted repair by any party other than a SONY authorized service facility. This warranty does not cover physical damage to the surface of the product, including cracks or scratches on the LCD touchscreen or outside casing. This Limited Warranty does not apply when the malfunction results from the use of the Product in conjunction with accessories, products or ancillary or peripheral equipment, or where it is determined by SONY that there is no fault with the Product itself. This Limited Warranty is valid only in the United States of America. This Limited Warranty is invalid if the factory-applied serial number has been altered or removed from the product.

Repair or replacement of defective parts or hardware as provided under this Limited Warranty is the exclusive remedy of the consumer. SONY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR OTHER DAMAGES INCLUDING BUT NOT LIMITED TO, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF DATA, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, DOWNTIME AND PURCHASER'S TIME OR FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL THEORY RELATED TO THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specified legal rights, and you may have other rights which vary from state to state.

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Technical Support: Although technical support is not provided free of charge under this Limited Warranty, SONY has established a telephone number for technical support. Charges may apply for technical support, unless and to the extent that free technical support for a limited period is provided in writing as a feature of your Product. Prior to placing your call, please have available the model and serial number for your Product, date of purchase, a list of all options installed in your Product and a detailed description of the problem.

For Product support, online knowledge base, frequently asked questions, and free updates via the Internet: <http://www.sony.com/peg/support/>. For Product information, service assistance, resolution of a service problem, or technical assistance, call 1-877-760-SONY (7669) .

Save this for future reference.

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### **It Is Important That You Register Your Personal Entertainment Organizer**

By registering, you receive the following benefits:

- Your 90-day limited hardware warranty is automatically extended to a full year from the original date of purchase.
- One Year Hardware Telephone Support.