

## **Book a repair - Checklist**

You can use this checklist as a handy overview when you book a repair or contact our agents. We hope this will help you have a smooth and enjoyable repair journey.

Model Name	Example: KDL-43WE755 / ILCE-7RM2 / MDR-1000X
Serial number	Example: 5242352
Proof of purchase/Invoice	□ YES □ NO Invoice Number (optional):
Purchase date	//
Within standard guarantee?	□YES □NO □I don't know
Additional warranty information (Sony's Premium Service or any other extended warranty you may have purchased)	
	<ul> <li>Appearance: cracked screen, loose casing, strange symbols on display, unusual images or flashes, strange coloration, a sudden gap between the backside and side panel, etc</li> <li>Sound: static noise, low quality audio, squeaking noise, unusual buzz, etc.</li> <li>Don't forget to mention other details that might be important:         <ul> <li>I tried troubleshooting</li> <li>It only happens in case X but it keeps happening (reoccurrence)</li> <li>Etc.</li> </ul> </li> </ul>
Provide a <b>detailed description</b> of the symptoms you're experiencing with your product	