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# PlayStation®5 Warranties

LIMITED HARDWARE WARRANTY AND LIABILITY

Sony Interactive Entertainment LLC ("SIE") warrants to the original purchaser ("you") that the PS5 hardware, which includes components contained in the retail box with this hardware ("Product"), will be free from material defects in material and workmanship for a period of one year from the original date of purchase (the "Warranty Period"). This warranty is valid only in the United States and Canada. IF THIS PRODUCT IS DETERMINED TO BE MATERIALLY DEFECTIVE DURING THE WARRANTY PERIOD, YOUR SOLE REMEDY AND SIE'S SOLE AND EXCLUSIVE LIABILITY IS LIMITED TO: (A) THE REPAIR OR REPLACEMENT OF THIS PRODUCT WITH A FACTORY-RECERTIFIED PRODUCT, AT SIE'S OPTION, AT NO CHARGE TO YOU; AND (B) RETURN SHIPPING OF THE CONSOLE (NOT ANY PERIPHERAL, CONTROLLER, ACCESSORY OR CABLE) TO AN SIE-AUTHORIZED SERVICE FACILITY, VIA A SHIPPING BOX WITH A PREPAID SHIPPING LABEL PROVIDED BY SIE, AND SHIPPING OF THE REPAIRED CONSOLE OR A FACTORY-RECERTIFIED REPLACEMENT CONSOLE TO YOU, AT NO CHARGE TO YOU. For purposes of this Limited Hardware Warranty and Liability, "factory recertified" means a product that has been returned to its original specifications.

THIS WARRANTY DOES NOT APPLY: (A) TO DAMAGE CAUSED BY USE OF THIS PRODUCT WITH PRODUCTS THAT ARE NOT COMPATIBLE WITH THIS PRODUCT; (B) TO DAMAGE CAUSED BY USE OF THIS PRODUCT WITH ANY PERIPHERAL(S) THAT SIE DOES NOT LICENSE OR SELL, INCLUDING NON-LICENSED GAME ENHANCEMENT DEVICES, CONTROLLERS, ADAPTORS AND POWER SUPPLY DEVICES; (C) IF THIS PRODUCT IS USED FOR ANY COMMERCIAL PURPOSE, INCLUDING RENTAL OR ARCADE PURPOSES; (D) IF THIS PRODUCT IS MODIFIED TO ALTER CAPABILITY OR FUNCTIONALITY WITHOUT SIE'S WRITTEN PERMISSION; (E) TO DAMAGE CAUSED BY ACTS OF GOD, MISUSE, ABUSE, NEGLIGENCE, ACCIDENT, UNREASONABLE USE, OR BY CAUSES UNRELATED TO DEFECTIVE MATERIALS OR WORKMANSHIP; (F) IF THIS PRODUCT HAS HAD THE SERIAL NUMBER ALTERED, DEFACED OR REMOVED; OR (G) TO DAMAGE CAUSED BY (1) SERVICE (INCLUDING UPGRADES AND EXPANSIONS) PERFORMED BY ANYONE WHO IS NOT A REPRESENTATIVE OF SIE OR AN SIE-AUTHORIZED SERVICE PROVIDER, OR (2) OPENING THE PRODUCT OR ANY ACTION TAKEN WITHIN IT BY ANYONE WHO IS NOT A REPRESENTATIVE OF SIE OR AN SIE-AUTHORIZED SERVICE PROVIDER. THIS WARRANTY DOES NOT COVER PRODUCTS SOLD AND CLEARLY MARKED "AS IS" OR WITH FAULTS. SIE MAY VOID THIS WARRANTY IF SIE REASONABLY BELIEVES THAT THE PS5 CONSOLE HAS BEEN USED IN A MANNER THAT VIOLATES THE TERMS OF A SEPARATE END USER LICENSE AGREEMENT FOR SYSTEM SOFTWARE OR GAME SOFTWARE.

THIS WARRANTY IS PROVIDED TO YOU IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE FOR THIS PRODUCT, WHICH SIE DISCLAIMS UNDER THESE TERMS. HOWEVER, IF APPLICABLE LAW REQUIRES ANY OF THESE WARRANTIES, THEN THEY ARE LIMITED IN DURATION TO THE WARRANTY PERIOD.

EXCEPT AS EXPRESSLY STATED ABOVE, SIE EXCLUDES ALL LIABILITY FOR LOSS OF DATA, LOSS OF PROFIT, OR ANY LOSS OR DAMAGE SUFFERED BY YOU OR ANY THIRD PARTY, WHETHER THOSE DAMAGES ARE DIRECT. INDIRECT. CONSEQUENTIAL. SPECIAL. OR INCIDENTAL AND HOWEVER

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This warranty gives you specific legal rights. You may also have other rights which vary from state to state or province to province.

The warranty offered by SIE on this Product is the same whether or not you register your product.

This warranty does not apply to any system software that is preinstalled in the PS5 hardware, or is subsequently provided via update or upgrade releases. PS5 system software is licensed to you under the terms of a separate end user license agreement at [doc.dl.playstation.net/doc/ps5-eula/](https://doc.dl.playstation.net/doc/ps5-eula/). PS5 system software has a separate warranty.

### Service policy

You must visit [playstation.com/service](https://playstation.com/service) or call 1-800-345-7669 to receive a return authorization and shipping instructions. A VALID PROOF OF PURCHASE IN THE FORM OF A BILL OF SALE OR RECEIPT FROM A RETAILER WITH THE DATE OF THE ORIGINAL PURCHASE MUST BE PRESENTED TO OBTAIN WARRANTY SERVICE.

You understand and acknowledge that any time SIE services this Product (either within the Warranty Period or under a separate service arrangement), SIE may need to provide certain services to ensure this Product functions properly and according to SIE guidelines and specifications. These services may include the installation of the latest system software or firmware updates, or service or replacement of the PS5 console's storage or the PS5 console with a new or factory recertified product. You acknowledge and agree that some services may change your current settings, cause a removal of cosmetic stickers or console skins, cause a loss of data or content, or cause some loss of functionality. You should back up your console storage regularly to prevent loss of data, although some content cannot be backed up and must be reinstalled by the user. You should also remove any peripherals, non-PS5 console components, and any content that you consider proprietary, private, or confidential before you send in your PS5 console for service. SIE is not liable for damages resulting from your failure to comply with the foregoing, or any instructions that SIE provides to you. After SIE services the Product and returns it to you or returns a factory-recertified product to you under this warranty, this warranty applies to the returned product for the longer of (i) 90 days from the date that SIE ships the Product or the factory-recertified product or (ii) the original Warranty Period.

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