

## Gamefinity Hardware and Peripherals Warranty

### WARRANTY APPLICATION & QUALIFICATION

#### PLAYSTATION 4

##### (12) Twelve Month Limited Warranty

To qualify for Gamefinity warranty consideration, the product must be returned to the point of purchase with the original proof of purchase. Gamefinity standard product warranty period for a PlayStation is (12) twelve months.

##### **Types of warranty considerations:**

- If the PlayStation 4 system or any of its components sold with the PlayStation 4 system pack (A PlayStation 4 system pack consists of: a PlayStation 4 system, Dual Shock 4 wireless controller, Mono headset, HDMI Cable, USB cable, AC power cord and any games that are part of a bundle, packaged in the original box), has been returned due to an alleged defect the Retail Outlet is to do the following:

##### ***Option 1: Exchange within month (1) one of purchase***

- If the Consumer elects for the PlayStation to be exchanged within the first month of purchase, the Retail Outlet is permitted to exchange the PlayStation with a new PlayStation provided the original proof of purchase is obtained, valid and the PlayStation has been inspected by the Retail Outlet sales consultant for any physical damage and Gamefinity have authorized the exchange in writing.

##### ***Option 2: After month 1 - Repair and Return of customer original PlayStation***

- The PlayStation will be booked in with Partserve on a Repair and Return basis. **The customers data saved on the PlayStation will be retained.**
- If the PlayStation cannot be repaired for any reason, Partserve will re-book the PlayStation for an exchange refurbished PlayStation. **All customer data will be lost.**

##### ***Option 2a: After month (1) one of purchase and within (6) six months after date of purchase***

- The consumer may elect within the first 6 months of purchase to exchange their PlayStation for a refurbished PlayStation, **all customer data will be lost.** The PlayStation is to be sent to PartServe together with the original proof of purchase. PartServe will in turn exchange the PlayStation with a refurbished PlayStation and return same to Retail Outlet.

## **PLAYSTATION 5**

### **(12) Twelve Month Limited Warranty**

To qualify for Gamefinity warranty consideration, the product must be returned to the point of purchase with the original proof of purchase. Gamefinity standard product warranty period for a PlayStation is (12) twelve months.

#### **Types of warranty considerations:**

- If the PlayStation 5 system or any of its components sold with the PlayStation 5 system pack (A PlayStation 5 system pack consists of: a PlayStation 5 system, DualSense wireless controller, HDMI 2.1 Cable, USB type C cable, AC power cord, PlayStation 5 Base and any games that are part of a bundle, packaged in the original box), has been returned due to an alleged defect the Retail Outlet is to do the following:

#### ***Option 1: Exchange within month (1) one of purchase***

- If the Consumer elects for the PlayStation to be exchanged within the first month of purchase, the Retail Outlet is permitted to exchange the PlayStation with a new PlayStation provided the original proof of purchase is obtained, valid and the PlayStation has been inspected by the Retail Outlet sales consultant and Gamefinity have authorized the exchange in writing.

#### ***Option 2: After month 1 - Repair and Return of customer original PlayStation***

- The PlayStation will be booked in with Partserve on a Repair and Return basis. **The customers data saved on the PlayStation will be retained.**
- If the PlayStation cannot be repaired for any reason, Partserve will re-book the PlayStation for an exchange refurbished PlayStation. **All customer data will be lost.**

#### ***Option 2a: After month (1) one of purchase and within (6) six months after date of purchase***

- The consumer may elect within the first 6 months of purchase to exchange their PlayStation for a refurbished PlayStation, **all customer data will be lost.** The PlayStation is to be sent to PartServe together with the original proof of purchase. PartServe will in turn exchange the PlayStation with a refurbished PlayStation and return same to Retail Outlet.

#### **PlayStation Extract from SIEE Manual Page 18**

[https://www.playstation.com/content/dam/global\\_pdc/en/corporate/support/warranty-docs/Guarantee\\_EEA\\_Web.pdf](https://www.playstation.com/content/dam/global_pdc/en/corporate/support/warranty-docs/Guarantee_EEA_Web.pdf)

Our Guarantee to you: SIEE guarantees that this Product is free from defects in materials and workmanship that result in Product failure during normal usage in accordance with the terms set out below and will, for a period of 1 (one) year from the date of original purchase (the "Guarantee Period"), repair or, at SIEE's option, replace any component part of this Product, free of charge, where it is faulty due to defective materials or workmanship. Replacement will be with a new or, at SIEE's option, refurbished component or console, which is guaranteed for the longer of 3 (three) months and the remainder of the original Guarantee Period. This Guarantee does not cover your data; any software or PlayStation® games whether or not packaged or included with the Product; any PlayStation® peripherals that are not manufactured by or for SIEE; or any PlayStation® accessories.

### **Warranty / Repair Centre Guideline**

All defective PlayStation received by PartServe from Retail Outlets need to be inspected for:

- Warranty qualification
- Serial number verification

Repairs and PlayStation exchange procedures should be in accordance with existing practices.

This warranty is **void** if the PlayStation has been damaged by the consumer, for example:

- Water damage
- Illegal chipped unit – warranty becomes void immediately
- Dropped unit
- Unit that has been tampered with/opened
- Serial number has been removed from the console
- Casing broken/chipped
- Insect infestation
- **NOT LIMITED TO THE ABOVE LIST ONLY**

### **Out of Warranty – (from month (13) thirteen from date of purchase)**

From the start of the (13<sup>th</sup>) thirteenth month of purchase, PartServe will charge the consumer for:

- |   |                  |
|---|------------------|
| – Non- warranty repair/exchange PS4 500gig: | R3500 (Inc. Vat) |
| – Non- warranty repair/exchange PS4 1TB:    | R3500 (Inc. Vat) |
| – Non- warranty repair/exchange PS4 Pro:    | R4400 (Inc. Vat) |
| – Non- warranty repair/exchange PS4 VR:     | R3000 (Inc. Vat) |
| – Non- warranty repair/exchange PS5:        | R6100 (Inc. Vat) |
| – Non- warranty repair/exchange PS VR2:     | R8000 (Inc. Vat) |

**NO EXCHANGE OR REPAIR WILL BE DONE ON ANY NTSC PS4 AND PS5 UNITS**

**(Charges may be subject to change from time to time)**

## **Dual Shock/DualSense / Peripherals**

### **(12) Twelve Month Limited Warranty**

Dual Shock / DualSense Controller sold with the PlayStation system have a (12) twelve-month warranty. If the Dual Shock / DualSense Controller sold with the PlayStation system is defective within the (12) twelve months, then the Consumer is to take the Dual Shock / DualSense Controller to PartServe. PartServe is to conform to the warranty procedures set out below.

A Dual Shock / DualSense Controller bought separately at the Retail Outlet may be exchanged at the Retail Outlet or PartServe within (12) twelve months from date of purchase, where the Dual Shock / DualSense Controller is faulty, on condition that there is an original proof of purchase.

Original Sony peripherals purchased separately are covered by a (12) twelve-month warranty and may be exchanged at the Retail Outlet, if faulty, on condition that there is an original proof of purchase.

Retail Outlet must return the defective PlayStation and, or accessories within (30) thirty days of receipt of consumer's defective return. If the defective PlayStation and, or accessories are not returned within (30) thirty days then no credit will be passed by Gamefinity and the Retail Outlet will have no claim against Gamefinity whatsoever.

- N.B.**
- **Peripherals are not repairable.**
  - **Retailer's may under no circumstances exchange Dual Shock / DualSense Controllers from existing PlayStation Systems console stock.**

**It is up to the Consumer or Retail Outlet to take any damaged PlayStation System to PartServe for exchange.**

**NB: The Consumer must provide PartServe with:**

- 1. Original Proof of Purchase**
- 2. Faulty PlayStation system**

**PlayStation Help & Support Contact Number: 010 500 2467**

**NB. PartServe do not repair/exchange software under any circumstances**



## **Headsets**

### 12 Month Limited Warranty

PlayStation Headsets bought at the Retail Outlet may be exchanged at the Retail Outlet within (12) twelve months from date of purchase where the PlayStation Headset is faulty, on condition that there is an original proof of purchase, has been inspected by the Retail Outlet sales consultant for any physical damage and Gamefinity have authorized the exchange in writing.

Nacon Headsets bought at the Retail Outlet may be exchanged at the Retail Outlet within (12) twelve months from date of purchase where the Nacon Headset is faulty, on condition that there is an original proof of purchase, has been inspected by the Retail Outlet sales consultant for any physical damage and Gamefinity have authorized the exchange in writing.

### (6) Six Month Limited Warranty

ABP Headsets bought at the Retail Outlet may be exchanged at the Retail Outlet within (6) six months from date of purchase where the ABP Headset is faulty, on condition that there is an original proof of purchase, has been inspected by the Retail Outlet sales consultant for any physical damage and Gamefinity have authorized the exchange in writing.

Retail Outlet must return the defective Headsets within (30) thirty days of receipt of consumer's defective return. If the defective Headsets are not returned within (30) thirty days, then no credit will be passed by Gamefinity and the Retail Outlet will have no claim against Gamefinity whatsoever.

All warranties will be void if the PlayStation system, Dual Shock / DualSense Controller or Peripherals have been modified, damaged, mishandled, or misused. Other than as set out herein, no warranties whatsoever express or implied are given.