

# Support : Warranties

## PlayStation®4 Warranties

### LIMITED HARDWARE WARRANTY AND LIABILITY

Sony Computer Entertainment America LLC ("SCEA") warrants to the original purchaser that the PS4™ 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 SCEA'S SOLE AND EXCLUSIVE LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THIS PRODUCT WITH A FACTORY-RECERTIFIED PRODUCT, AT SCEA'S OPTION. 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 IF THIS PRODUCT (A) IS USED WITH PRODUCTS THAT ARE NOT COMPATIBLE WITH THIS PRODUCT; (B) IS USED WITH PERIPHERALS SCEA DOES NOT LICENSE OR SELL, INCLUDING NON-LICENSED GAME ENHANCEMENT DEVICES, CONTROLLERS, ADAPTORS AND POWER SUPPLY DEVICES ("NON-LICENSED PERIPHERALS"); (C) IS USED FOR ANY COMMERCIAL PURPOSE, INCLUDING RENTAL OR ARCADE PURPOSES; (D) IS MODIFIED OR TAMPERED WITH; (E) IS DAMAGED BY ACTS OF GOD, MISUSE, ABUSE, NEGLIGENCE, ACCIDENT, WEAR AND TEAR, UNREASONABLE USE, OR BY CAUSES UNRELATED TO DEFECTIVE MATERIALS OR WORKMANSHIP; (F) HAS HAD THE SERIAL NUMBER ALTERED, DEFACED OR REMOVED; OR (G) HAS HAD THE WARRANTY SEAL ON THE PS4™ SYSTEM ALTERED, DEFACED, OR REMOVED.

THIS WARRANTY DOES NOT COVER CONSUMABLES (SUCH AS BATTERIES) OR PRODUCTS SOLD AND CLEARLY MARKED "AS IS" OR WITH FAULTS. SCEA MAY VOID THIS WARRANTY IF (1) SCEA REASONABLY BELIEVES THAT THE PS4™ SYSTEM HAS BEEN USED IN A MANNER THAT VIOLATES THE TERMS OF A SEPARATE END USER LICENSE AGREEMENT FOR SYSTEM SOFTWARE OR GAME SOFTWARE; OR (2) THE PRODUCT IS USED WITH NON-LICENSED PERIPHERALS. YOU ASSUME ALL RISKS AND LIABILITIES ASSOCIATED WITH USE OF THIRD-PARTY PRODUCTS.

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 SCEA 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, SCEA 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 ARISING UNDER ANY THEORY OF LAW, AS A RESULT OF USING THIS PRODUCT. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS AND SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THESE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

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 SCEA 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 PS4™ hardware, or is subsequently provided via update or upgrade releases. PS4™ system software is licensed to you under the terms of a separate end user license agreement at <http://www.scei.co.jp/ps4-eula/>. PS4™ system software has a separate warranty.

## Service policy

You must visit [www.us.playstation.com/support](http://www.us.playstation.com/support) 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 AN AUTHORIZED RETAILER WITH THE DATE OF THE ORIGINAL PURCHASE MUST BE PRESENTED TO OBTAIN WARRANTY SERVICE.

You understand and acknowledge that any time SCEA services this Product (either within the Warranty Period or under a separate service arrangement), SCEA may need to provide certain services to ensure this Product functions properly and according to SCEA guidelines and specifications. These services may include the installation of the latest system software or firmware updates, or service or replacement of the PS4™ system's system storage or the PS4™ system 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 system skins, cause a loss of data or content, or cause some loss of functionality. You should back up your system 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-PS4™ system components, and any content that you consider proprietary, private, or confidential before you send in your PS4™ system for service. SCEA is not liable for damages resulting from your failure to comply with the foregoing, or any instructions that SCEA provides to you. After SCEA services the Product and its or a factory-recertified product to you, this warranty applies for the longer of (i) 90 days from the date that SCEA ships the Product or a factory-recertified product or (ii) the original Warranty Period.

Except as this Limited Hardware Warranty and Liability provides, SCEA is not be liable for any direct and indirect, consequential, or special damages, including any damages that may arise from loss of data or functionality. The foregoing limitation applies to the extent permitted by law.