

DWX Series Support Offer

Professional Audio

Receivers: DWR-R03D, DWR-R02DN/W, DWR-S03D, DWR-S02DN
 Transmitters: DWT-B03R, DWT-B30, DWT-B01N, DWT-P01N, DWM-02N



	Included	Optional
<p>● PrimeSupport Elite</p>		<p>Receivers: PSP.DWR.1X PSP.DWR.3X</p> <p>Transmitters: PSP.DWTM.1X PSP.DWTM.3X</p>
Duration	2 years	1 or 3 years extension
Helpdesk access Mon-Fri 9:00-18:00 CET	✓	✓
48 hours* Advanced Exchange	✓	✓
Logistics Covered	✓	✓

* We target to dispatch the replacement unit the same day and deliver within 48hrs if diagnosed before 15:00 CET Monday to Friday. Please note that areas outside mainland Europe may incur in delays and be subject to longer delivery times.



Register your audio product now.
pro.sony/productregistration



Activate your bundled 2-year PrimeSupportElite for **FREE** by registering your product here: pro.sony/productregistration

Service descriptions

Elite packages can be purchased up to a maximum of 5 years after the initial purchase of your unit. In the event of a technical issue, we'll keep you up and running with PrimeSupport Helpdesk access and our advanced exchange service that includes all shipping costs.

PrimeSupport Helpdesk

Helpdesk support services are available Monday to Friday 09:00-18:00 CET, excluding Local National Holidays. The multilingual team (English, French, German, Italian and Spanish) provide access to product specialists, who are able to advise and act as the first point of contact for Service & Support enquires. Where diagnosis cannot be made by the helpdesk, the issue may be escalated to a senior specialist.

Advanced Exchange

Where the issue cannot be resolved by the Helpdesk, we will arrange for a replacement unit to be shipped to an agreed address. The faulty unit must be available for collection at the same time as delivery of the replacement unit. We target to dispatch the replacement unit the same day and deliver within 48hrs** if diagnosed before 15:00 CET Monday to Friday.

Logistics Covered

Units can be collected from and returned to any address within mainland areas of EU countries, Norway and Switzerland. For all other areas, please contact the helpdesk for further assistance. Regardless of repair route chosen by the helpdesk, all parts and labour costs will be covered subject to the standard terms and conditions.

** Please note that areas outside mainland Europe may incur in delays and be subject to longer delivery times.

FAQs

How can I purchase a support package?

For all sales enquiries, please contact your dealer.

Where can I find more information about individual packages?

A more detailed description of what is included in each package can be found here: pro.sony/support-services/primesupport

What is the 'advanced exchange' service?

Here at Sony, we understand that downtime can be extremely costly. If your product suffers a fault, we'll target to dispatch the replacement the same day, if diagnosed before 15:00 CET Monday - Friday. Please note: we reserve the right to replace the faulty unit with a refurbished model of equal or similar specification.

Have more questions?

Our FAQs explain everything you need to know about our support service for professional products: pro.sony/store/primesupport-frequently-asked-questions