## DOW RECEIVING BEST PRACTICES

## MANUFACTURER DEFECT — SONY TELEVISIONS —

**Manufacturer Defect** — Mechanical failure i.e. power failure, screen failure, speaker/sound failure, button failure, etc.

Inspect TV within 72 hours of receipt.

SONY

TV has been confirmed to have a manufacturer defect.

TV purchased from DOW or Bill of sale to end user within the past 14 days.

TV sold to end user over 14 days ago.



Notify the DOW RA Department of the MANUFACTURER DEFECT.

Required information of defect:

- Customer bill of sale
- Photo of label on back of TV showing the Serial Number
- Photo of TV powered on full screen
- Photo of TV powered off full screen
- Close up photo of defect

Contact the vendor service line for a case number.

Within 15-60 days from purchase, contact Sony Install Support:

Call 1-866-924-7669 or email

INSTALLSUPPORT@AM.SONY.COM

After 60 days from purchase, the consumer/end-user must contact Sony directly:

Call 1-888-222-7669

Sony will determine if a return is necessary or will schedule a repair.

DOW Technologies RA Department RADepartment@dowtechnologies.com 1.800.627.2900 Ext 3018