

VAIO-Link Customer Service Guide

"We consider each individual customer issue with care, attention and respect and we seek to have every customer feel good about the experience they have with the VAIO-Link Response Centre."



This Customer Service Guide is intended to help you understand the services we provide to support our VAIO products and how you can benefit from those services.

Detailed information on the operation of the VAIO products can be found in your Hardware and Software Guides.

It is the intention of Sony to provide our VAIO customers with the best possible service. As such, the value of this service to you will further distinguish our efficiency from that of our competitors. This intent is reflected in the Mission Statement of VAIO-Link Response Centre.

Service outline

What is VAIO-Link?

VAIO-Link is a service program developed by Sony to provide our VAIO Customers with a personal link to our extensive range of technical and customer support facilities. These facilities are intended to help you make the most of our VAIO product range and to provide you with the best possible service.

Service background

Sony produces its PC based products using quality materials, with a high degree of workmanship and a design for ease of use. Although it is Sony's goal that all customers will be satisfied with the products as purchased, it is recognized that due to the complexity of the technology, sometimes customers might encounter difficulties, which may require support and assistance from Sony. To service this need, Sony has created a service program called VAIO-Link. This program is backed up by a dedicated Response Centre and Repair operation, which is staffed by highly qualified personnel. The staff are trained to provide you with the best possible service.

Who can use VAIO-Link?

All customers who are covered by the VAIO guarantee will be entitled to use VAIO-Link services or contact the VAIO-Link Response Centre for technical support, assistance or advice, without service charge.

Registering your VAIO product

Why should you register your VAIO product?

Registration is very important to us in providing you with the best possible service, as it allows us to maintain records of your PC configuration and of all contacts you have had with us over the duration of your warranty.

It also allows us to automatically give your computer direct access to information or software updates. In short, it allows us to personalize our service to you.

How can you register your VAIO product?

Sony VAIO-Link provides you with a number of different ways to register your VAIO product. The process of registration involves you responding to specific questions regarding your contact details, product details and some ancillary information.

You can register by:

- ❑ Accessing the registration screen on the Club VAIO website:
<http://www.club-vaio.sony-europe.com>
Select your language and click on **Register now**.
- ❑ Calling us and providing us with the relevant details as outlined in the online registration form.



The first option requires the use of a modem and a telephone connection as well as access through an Internet provider. Contact numbers for the second option can be found at the end of this guide.

Accessing the VAIO-Link services

When can you access the VAIO-Link Response Centre?

You can access our World Wide Website 24 hours a day, 7 days a week.

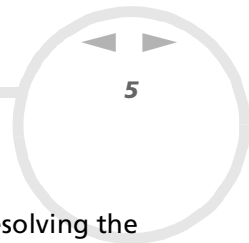
For phone support, the hours of coverage of your Response Centre are;

- ❑ 8am to 6pm, Monday to Friday, local time,
- ❑ the Response Centre is closed at weekends.

How can you access the VAIO-Link Response Centre?

To provide easy access to all our customers, VAIO-Link services can be reached as follows:

- ❑ **Internet:** We have developed a very powerful website for your support which facilitates self-help and allows you to directly submit issues via e-mail, monitor the progress of your issues and update those issues.
- ❑ **Fax:** National fax numbers are provided for all countries in which our products are currently sold.
- ❑ **Phone:** National phone numbers are provided for all countries in which our products are currently sold. Service is provided in the local language.



VAIO hardware repair services

While the majority of issues are resolved via the Internet or over the phone, sometimes resolving the problem might require intervention or repair.

If you want detailed information on how this service is provided, go to the VAIO-Link website.

Since you are responsible for backing up your data, it is essential that you backup all your files from your hard disk, as Sony cannot guarantee the integrity of programs or data on your computer during the repair process.

How can you contact the VAIO-Link Response Centre?

As previously stated, Sony provides three different ways in which you can contact the VAIO-Link Response Centre.

Below you will find the specific contact numbers and addresses.

New contact numbers will be added as business develops. Details of these will be provided in the registration information and on our website:

<http://www.vaio-link.com>

<i>Country</i>	<i>Phone</i>	<i>Fax</i>	<i>Country</i>	<i>Phone</i>	<i>Fax</i>
From the UK	0870 240 2408	0870 240 2409	From the Netherlands	020 346 9303	020 346 9505
From Ireland	01 407 3040	01 407 3050	From Denmark	45 70 112 105	
From France	0 803 33 33 00	0 803 34 27 37	From Sweden	08 58 769 220	
From Germany	0 180 577 67 76	0 180 598 79 88	From Finland	0969 379450	
From Austria	0179 56 73 33	0179 56 73 67	From Belgium (Dutch)	02 717 3218	
From Switzerland (German)	01 800 9300	01 800 9400	From Belgium (French)	02 7173219	
From Switzerland (French)	01 800 9700	01 800 9800	From Norway	23162592	
From Italy	848 801 541*	848 810 083*	From Spain	9145349087	

* To reach the Italian Response Centre from outside Italy, please use the following numbers:

Phone: +39 026968 2345 Fax: +39 026968 2346