

Frequently Asked Questions	Response
Can erased or "recorded-over" tapes be recovered?	No. Tape based formats can not be recovered as the previously recorded signal is no longer present on the tape.
Can the data from erased, damaged or reformatted memory devices be recovered?	Possibly. Please contact Sony Media Services to discuss your situation.
I cannot finalize my DVD or get a "disc error" message. Can the program be recovered?	Possibly. Please contact Sony Media Services to discuss your situation.
Can my broken tapes be repaired and recovered?	Yes. In most cases, tapes can be repaired and copied to new media for your use.
Am I charged for unsuccessful recovery attempts?	No. There is no charge for unsuccessful recovery attempts. We pay return shipping.
Can you assist me with copyrighted programs? (examples: Movies or Music programming)	We can ONLY repair tapes for your personal use. Copyrighted programs CANNOT BE COPIED in any way.
Can you help me with equipment problems?	Please contact Sony Direct Response Center at 1-800-942-7669. Press "2" for assistance.
How long will it take to get my processed media back?	Typical turn around time is less than 2 weeks, depending upon our work load.
How should I ship my media to Sony Media Services?	Package media in reinforced, padded envelope or box. Use a carrier capable of tracking your package for delivery confirmation. You are responsible for all shipping charges. Return shipping charges are noted on price list.
How do I pay for media services?	We accept all major credit cards and debit cards. See "Authorization Form" for instructions. All information is kept confidential. A separate invoice / receipt will be mailed to you separately.