OPERATIONAL POLICY BRIEF

Code Support Policy

This brief explains the evidence and review path for a delivered PlayStation Store code issue under the Business Terms of Sale. It does not promise an automatic replacement, refund, or review outcome. Mandatory rights remain unaffected.

Submit a qualifying issue within 7 days of delivery

The 7-day period is a submission window, not a guaranteed resolution time. The buyer must provide the order context, account region, exact error, and delivery evidence. The period starts at delivery or availability in the account.

Issues that can be reviewed

Invalid-code report

The code is rejected by PlayStation Store and the exact error is documented.

Already-used report

The buyer reports that the delivered code was already redeemed and supplies the required evidence.

Region mismatch in the order

The delivered SKU does not match the region recorded on the order.

Technical redemption issue

A reproducible technical failure is supported by the account region, timestamp, and error screen.

Evidence checklist

Required context	What to provide
Order	Order ID, delivery timestamp, denomination, quantity, and region shown on the order.
Code	The affected code or masked reference, kept out of public chats and screenshots.
Customer account	The PlayStation account region and confirmation that it matches the code region.
Failure	Exact error text or screenshot and the date and time of the redemption attempt.

Use the live policy page for the current review path Open Code Support Policy

REVIEW BOUNDARIES

What the submission window does not guarantee

A complete case can be reviewed more clearly, but the evidence still has to support the reported failure and the buyer must have followed the regional-use rules.

Wrong customer account region

A region-locked code used on a different PlayStation account region is not made compatible by support review.

Publicly exposed code

A code posted in a public chat, screenshot, stream, or listing may no longer have a verifiable custody trail.

Late or incomplete report

Late notice can still be reviewed for a pre-delivery defect, Company system or allocation error, or mandatory right. Missing evidence may be requested.

Automatic outcome

Submission does not by itself guarantee replacement, refund, timing, or acceptance of the claim.

How to submit a useful case

An established failure attributable to the Company or present before delivery receives an appropriate remedy under section 9: replacement, restoration of the purchase amount or refund. A supplier refusal alone does not end the Company's obligations. A reveal record does not prove who redeemed a code.

Step	Action
1	Open the order record in the authenticated account or contact support with the order ID.
2	Provide the affected code reference, account region, exact error, screenshot, and attempt time.
3	Keep customer passwords, unrelated personal data, and publicly exposed code images out of the ticket.
4	Wait for the evidence-based review; do not promise a customer an outcome before confirmation.

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Contact support Trust boundaries support@psnb2b.org