

PSN:B2B Code Support Policy

psnb2b.com/code-support

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Every wholesale PSN code delivered by PSN:B2B is covered by a **7-day code-support window**. If a code fails redemption for a qualifying reason, we will replace or refund it at the partner's option.

1) What the 7-day window covers

- **Invalid codes** — rejected by PSN as not recognised.
- **Already-redeemed codes** — reported as already in use when the partner redeems on a matching-region account.
- **Wrong-region codes** — any SKU delivered that does not match the region label on the order.
- **Technical redemption failures** caused by upstream defects (printing errors, serial collisions).

2) What is not covered

- Attempts to redeem a region-locked code on a PSN account registered in a different region.
- Codes exposed publicly by the partner (screenshot / live-stream / copy-paste to a public chat).
- Claims filed more than 7 days after the order was delivered.
- Promotional restrictions on the PSN account itself (region change cooldowns, hold-to-review states, Sony enforcement actions).

3) How to file a claim

1. Go to your **Orders** page at psnb2b.com/account/orders or call `POST /api/v1/claims`.
2. Reference the **order id** and the **affected code**.
3. Attach the **PSN error screenshot** or the PSN error code (e.g. WS-37432-9).
4. Describe the redemption environment (PSN account region, date/time attempted).

4) Resolution SLA

- Initial triage: within **24 hours** of claim submission.
- Verified invalid / wrong-region claims: replacement code or refund to wallet within **48 hours**.
- Disputed claims requiring upstream carrier investigation: up to **7 business days**.

Tip for resellers: to speed up resolution, ensure your downstream customer sends the PSN error code screenshot along with the timestamp of the redemption attempt. Sony's error codes (WS-*, NP-*, etc.) directly identify the failure class and let us bypass preliminary diagnostics.

5) API partners

- API-integrated partners receive **priority triage** on claims filed via `POST /claims`.

- Claim responses include structured JSON suitable for automated reseller-to-end-user resolution flows.

6) Contact

For code-support questions not answered by this policy: support@psnb2b.com. For the live policy page with current examples, see psnb2b.com/code-support.

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