

# ➤ TOSHIBA ON-SITE REPAIR, NEXT BUSINESS DAY RESPONSE SERVICE FOR TOSHIBA LAPTOPS

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## ➤ GENERAL INFORMATION

This On-site Repair Next Business Day Service is a hardware repair service only. It includes a telephone diagnosis to determine the failure on your Toshiba hardware. Should a repair be necessary, Toshiba will send a Toshiba Certified Engineer to your location usually by end of next business day subject to parts availability.

This service upgrades the standard warranty of your Toshiba laptop with regards to the specified duration, service response level or service content. These terms and conditions therefore apply in addition to the standard warranty terms and conditions and shall prevail in case of conflict.

This service does not affect your statutory rights and is only valid for the Toshiba laptop for which it is registered.

## ➤ SERVICE DESCRIPTION

To obtain service, please contact the Toshiba Support Centre or your local Authorised Service Provider. The most recent contacts can be found at:

[www.toshiba-europe.com/asp-locator](http://www.toshiba-europe.com/asp-locator)

Our Support Centre Agents have been trained and certified to diagnose any hardware problem and propose you the fastest way to repair your Toshiba laptop. To help them identify the problem and the replacement parts in the most efficient way, you will have to provide a description of any failure that you have encountered.

When calling, please also ensure that you have access to your Toshiba system and be ready to provide the serial number and model number found at the bottom of your Toshiba laptop.

This warranty service is available on local business days from 9 a.m. to 5 p.m. local time, excluding public holidays. The notification of the problem must be received by 3 p.m. local time in order to receive the service on the next business day.

Please work with our Support Centre Agents to isolate the hardware failure. The Agents may ask you to perform a software reset using the system recovery supplied with your laptop to rule out software related faults. The On-site Repair might not apply if the problem can be solved by the remote diagnosis.

Should On-site Repair be necessary, Toshiba will send a Certified Engineer to your location by the end of the next business day subject to parts availability. Service levels are response time objectives and may vary depending on location and are not guaranteed.

The response time Next Business Day is defined as the time from the problem notification to the Support Centre until the on-site arrival of the Toshiba Certified Engineer at your location. Any repair appointments exceeding the next business day you might have requested will not be taken into consideration.

Our Support Centre Agents might also choose to send you parts that you can easily replace on your own. In this case, they will provide you the necessary instructions in order for you to make the replacement.

Toshiba, its Authorised Resellers and Service Providers reserve the right to request proof of purchase (e.g. a paid and dated invoice from the Authorised Reseller) stating model and serial number, before accepting any service claim.

## ➤ CUSTOMER RESPONSIBILITIES

Please ensure that all data on your Toshiba laptop has been fully backed up before the On-site repair has been performed or before returning your computer to your Toshiba Authorised Service Provider in connection with a warranty claim. Remove any confidential, proprietary or personal data and information.

Toshiba is not responsible for damage to or loss of any programs, data or removable storage media, or the restoration or reinstallation of any programs or data. The Toshiba Certified Engineer will only reinstall the operating system if you are able to provide the recovery media supplied with your laptop or if your system was supplied with the system recovery option.

Toshiba shall be under no liability for loss of profits or any consequential loss, loss of data, loss of software or the cost of software reconfiguration.

Toshiba reserves the right to invoice you for the logistic expenses if you weren't available on the repair date and location agreed.

## ➤ COUNTRY COVERAGE

If you have purchased a local On-site Service, it is only available in the country where it was purchased.

If you have purchased an EMEA On-site Service, it is available in Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, South Africa, Spain, Sweden, Switzerland and the United Kingdom.

The service will be provided to Toshiba laptops located within a 100 km radius of a major city. If a service request is generated for a laptop located outside the 100 km radius, the service will be provided on a best effort basis.

If a service request is generated in an additional and not supported country, Toshiba will endeavour to provide the locally supported service, as long as this does not exceed the service level under which the laptop is contracted, but cannot guarantee adherence to the warranty terms.

Toshiba reserves the right to sub-contract the service to a Toshiba Authorised Service Provider.

## > PARTS AND MATERIALS

Toshiba will, at its option, repair or replace the product or any parts covered by the standard warranty by new or refurbished parts free of charge during the whole service period, except batteries. The warranty for batteries is limited to 1 year due to the nature of the item.

Any product or component repaired or replaced under this service shall be covered for the remainder of the warranty period applying to the product or component, or for three months, whichever is longer. All products and components replaced under warranty shall become Toshiba's property.

If replacement of the keyboard is required, only English language keyboards or keyboards in the native language of the country where service is provided, if available, will be provided.

## > SERVICE LIMITATIONS

This service only covers parts and labour and does not apply to any failure or defect attributable to any extrinsic cause, accidental damage, improper use, transportation, wear and tear, viruses, use of non-Toshiba components or software, modification, adaptation, improper installation, improper maintenance, fixes of software or neglect.

This service does not apply to any software whatsoever. Should the repair of the laptop be related to a cause not covered by this service, Toshiba reserves the right to charge you for parts, labour and expenses.

This service and the standard warranty does not apply if failure of the product or component has resulted from service, maintenance or repair other than by a Toshiba Authorised Reseller or Authorised Service Provider, or if the product or component labels/serial numbers have been altered or obscured.

If a failure of the hardware has already occurred prior to purchase of the service, this service will not cover the existing failure.

Options are not covered under this service. Please contact your local Toshiba reseller in case of any failure.