

INTERNATIONAL WARRANTY EXTENSION FOR TOSHIBA LAPTOPS

SERVICE DESCRIPTION

This Warranty Extension allows you to extend your standard warranty and is valid during the period mentioned on the purchased service. During this extended warranty period, you can take or send your defective Toshiba laptop to a Toshiba Authorised Service Provider and all service parts and labour costs required to repair the Toshiba laptop are provided free-of-charge, ensuring comprehensive protection for your investment.

These terms and conditions apply in addition to the standard warranty terms and conditions and shall always 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.

OBTAINING SERVICE AND SUPPORT

STEP 1 – SELF DIAGNOSE:

Please check the following steps before you contact Toshiba:

- Check if your laptop is charged/connected to the mains and switched on correctly.
- Reset the laptop to its original configuration by removing accessories and external connections. Take into account newly installed software programs that may be causing problems and remove them.
- You can find important tips on how to operate your product, troubleshooting and software updates at the support sites provided by Toshiba. Refer to the documents provided with your device for details.

STEP 2 – CONTACT TOSHIBA:

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

The Support Centre is available on local business days from 9 a.m. to 6 p.m. local time, excluding public holidays.

When calling, please also ensure that you have access to your Toshiba system and be ready to provide the following information:

- Product name and model number
- Serial number
- Date of purchase (as stated on the invoice)
- Hardware and software configuration
- The nature of the problem
- All error messages and other messages that appear on your screen

Should the Toshiba Support Centre discover hardware malfunctions on your system, you will be provided with an identification number and service instructions by the most convenient means (fax, e-mail, voice).

All the items identified by the Toshiba Support Centre need to be shipped to the service centre accordingly.

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 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.

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.

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.

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

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

Please refer to the standard warranty terms and conditions delivered with your laptop for further information about the warranty exclusions.