

Toshiba Pick-up & Return Service in the UK and the Republic of Ireland

Dear Toshiba Customer,

Thank you for choosing Toshiba to meet your service needs. Customer satisfaction is our highest goal, and we are committed to providing you with high-quality, consistent service solutions that will protect your computer investment for years to come.

Activating your service:

To activate your service, you must register the product through the following internet website:

www.toshiba-europe.com/registration

You will be requested to provide information about this service (e.g. certificate number), your Toshiba laptop (e.g. serial number) and user data. The certificate number can be found on the cover of this booklet. After registering successfully, we will send you a confirmation email and you will be entitled to the Pick-up & Return Service subject to the standard warranty terms and conditions and the terms and conditions set out below. Toshiba's standard warranty terms and conditions and the terms and conditions of this service can also be viewed at:

www.toshiba-europe.com/services

The Pick-up and Return service is not valid until registered.

Obtaining Service

Toshiba Support Centre:

0844 847 8944 (United Kingdom)
01 248 1 248 (Ireland)

To obtain service, please contact the Toshiba Support Centre and be ready to provide the serial number and model number found at the bottom of your Toshiba laptop, and proof of purchase, which may also be required. Our support staff will diagnose any hardware related problems and should a repair be necessary, we will schedule your laptop to be picked up after remote problem diagnosis has been completed. Your system will be repaired and returned following pick-up. When calling, please ensure that you have access to your Toshiba system and be ready to provide a description of any failure that you have encountered.

IMPORTANT

Please read the service terms and conditions set out below carefully. If you do not accept these terms and conditions, please return the service to the Reseller / Seller within 14 days of purchase. After expiration of this term, the return will not be accepted.

Service Terms and Conditions:

1. The service is only valid if purchased within 30 days of the procurement of your Toshiba laptop and must be activated within 14 days after the purchase.
2. After successful registration, you are entitled to Pick-up & Return Service during the period mentioned in the relevant user manual/standard warranty document.
3. Toshiba will endeavour to collect the Toshiba laptop if deemed necessary following telephone based troubleshooting with a qualified Toshiba engineer. Toshiba will endeavour to repair and return the system following collection.

4. This service is available Monday to Friday, 8 a.m. – 5 p.m. local time, excluding local public holidays.

5. This Pick-up & Return Service represents an uplift to the standard warranty with regard to the specified duration and service response level. These terms and conditions therefore apply in addition to the standard warranty terms and conditions.

6. Subject to parts availability, Toshiba endeavours to return the laptop within 7 working days from the day it is received, except for the outlying regions, where the laptop will be returned on a best effort basis. Service levels are response time objectives, may vary depending on location and are not guaranteed.

7. This Pick-up & Return Service is only available to Toshiba customers owning a Toshiba laptop in the United Kingdom and the Republic of Ireland.

8. This service is valid only for the Toshiba laptop for which it has been registered.

9. Any system failure that occurred before registering this Pick-up & Return Service will not be covered.

10. Toshiba's sole obligation under this service shall be, at its option, to repair or replace the product or any components free of charge, in the event of any failure or defect covered by the standard warranty arising during the Pick-up & Return Service period. This service covers for parts, labour and logistics.

11. 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) showing model and serial number, before accepting liability for any service claim.

12. Any System or component repaired or replaced under this service shall be covered for the remainder of the warranty period applying to the System or component, or for 3 months, whichever is the greater. All Systems and components replaced under warranty shall become Toshiba's property.

13. This service does not apply to any failure or defect attributable to any extrinsic cause, accidental damage, improper use, wear and tear, viruses, modification, adaptation or neglect. This Pick-up & Return Service does not apply to any software whatsoever. Should the system repair be related to a cause not covered by this service, Toshiba reserves the right to charge the customer for parts, labour and expenses.

14. This Pick-up & Return Service and the standard warranty will be terminated 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.

15. 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.

16. Please ensure that your computer has been fully 'backed-up' before the start of any repair activity related to this service. Remove any confidential, proprietary or personal data and information. Toshiba is not responsible for damage to or loss of any programs, data other than software installed by Toshiba when the System was manufactured.

17. This service does not extend to consumable parts, i.e. parts that require periodic replacement during the normal course of the System's usage, including without limitations, laptops batteries. The warranty duration for batteries is one year.

18. Toshiba reserves the right to sub-contract the service provided under this service without notice to the customer.

19. Toshiba reserves the right to discontinue or to modify the terms and conditions of this service including but not limited to fees without prior notice.

20. Options and accessories are not covered under this service. Contact your Authorised Service Provider in case of failure.

21. This warranty does not affect your statutory rights.