



## Extended Warranty - 1 Year

ExtraGuard™

### Extended Warranty – 1 Year Terms and Conditions

Toshiba (Australia) Pty Limited ABN 19 001 320 421 (“Toshiba”) does not warrant that operation of this Toshiba portable computer (“Product”) will be uninterrupted or error free. You must read and follow all set-up and usage instructions in the provided manuals. If you fail to do so, this Product may not function properly or may suffer other damage. Even if you do so, Toshiba makes no guarantee or warranty that this Product will function properly in all circumstances. You agree that Toshiba shall have no responsibility for damage to or loss of any business, profits, programs, data or removable storage media arising out of or resulting from the use of or inability to use this Product and/or the provided written materials, even if Toshiba has been advised of the possibility of such defect or damage. If you do not agree to this condition, return the unregistered extended warranty offer, in its entirety, to the place of purchase and your money will be refunded.

#### + General Terms

With the purchase of this **Extended Warranty – 1 Year**

(“Warranty”), Toshiba expressly warrants the Product named by the purchaser, to be free from defects in workmanship and materials for a period of two years from the date of purchase of the Product, provided the Product named has been offered with 1 Year Expressed Limited Warranty only, and excludes batteries which have a 12 month warranty only. This offer will only be accepted for registration within the original warranty period. If you are in doubt as to the base warranty period relevant to your Product visit [www.isd.toshiba.com.au](http://www.isd.toshiba.com.au) or contact Toshiba on 13 30 70 (Australia) and 0800 445 439 (New Zealand). This Warranty does not cover failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-Toshiba modifications to the product, software faults, normal wear and tear or any other event, act, default or omission outside Toshiba’s control.

This Warranty excludes all accessories.

This Warranty is not available to SNAP education Notebooks.

#### + What Is Covered Under This Warranty

If the Product fails during normal and proper use within the warranty period, Toshiba will, at its option,

1. Repair or replace the faulty parts within the Product to original specification, during the warranty period stated for the model, using new or refurbished parts, solely at Toshiba’s discretion. Where refurbished parts are used, the warranty on the refurbished part and labour will be the balance of the product warranty, or 90 days, whichever is greater.
2. If the hard disk drive is replaced, Toshiba will reinstall the original configured operating system as shipped with the Product when it was sold, provided you supply the original Product Recovery CD(s) and the Software Product Key.
3. This Warranty is personal to the person or organisation who is named on the original sales receipt (proof of purchase), or, named in the ‘Request for Registration’ form, and cannot be transferred to a subsequent owner.
4. Unless otherwise stated in the product brochure or on Toshiba website in the “Support” section, you are required to deliver and pickup your Product to and from a Toshiba Authorised Service Centre at your expense. See “To obtain warranty service” section for more detail.
5. If Courier Pickup and Return applies to your Product, you are required to contact a Toshiba Authorised Service Centre to arrange this service using Toshiba’s designated freight carrier. Toshiba will not accept charges or liability for any freight arranged by you.
6. The targeted warranty repair time is 2 to 3 working days in depot, subject to the Authorised Service Centre’s ability to replicate the fault. Intermittent faults must be replicated to confirm that the fault is related to this Warranty.
7. This Warranty is only valid within Australia, New Zealand and PNG. This Warranty is valid only for Toshiba Products distributed by Toshiba, and applies only to Products, which are new on the date of purchase and accompanied by a proof of purchase, or evidence of supply from Toshiba.

8. Any International Limited Warranty offer by Toshiba that was made at the time of sale will have its end date extended to match the end date of this Warranty offer, upon registration of this offer by Toshiba. The terms and conditions of the International Limited Warranty may vary from this offer and only apply when warranty service is requested outside the country of purchase. Please refer to Toshiba website for more details.

### ⊕ Warranty Start Date

The warranty period starts at one of the following instances, provided valid documentation can be produced to substantiate the claim.

A. The date of purchase from an Authorised Toshiba Reseller. Your dated sales or delivery receipt, showing product code and serial number, is your proof of purchase date.

B. In the event that proof of purchase cannot be provided, the date which Toshiba shipped the Product to the Authorised Toshiba Reseller will be the effective start of the warranty period.

You must register this Warranty offer with Toshiba to obtain service after the original warranty end date.

### ⊕ Warranty Exclusions

The Warranty shall not apply to certain damages, goods or cases, including without limitation, those set forth below:

1. Limitations in technology. There are technology limitations on some of the devices used in this Product. These limitations are common or are defined standards within the Information Technology (IT) industry and are not specific to Toshiba products.

a. The Thin Film Transistor (TFT) display may present up to 6 non-conforming pixels (bright or dark spots) representing less than 0.003% error rate.

b. The DVD-ROM and software player may not play certain DVD movie titles due to DVD regionalisation or other security levels set by the title producer.

These cases are a limitation of technology and do not represent a defect in the Product. Refer to Toshiba website, Limitation of Technology page, for more detailed information.

2. Assistance to install, configure or troubleshoot the Product, any software application, or any third party device. (However this type of service may be available from the Authorised Service Centre at their prevailing rates)

3. Replacement of any batteries beyond 12 months from date of purchase.

4. Rectification of software faults or updating of machine BIOS.

5. Damage, delay or any action by any party not authorised to perform warranty repair on the Product. Please refer to the Service and Support section of the website for Authorised Service Center information or contact the Toshiba Service Centre (See "To obtain warranty service" section for more detail).

6. Damage caused by improper installation or improper connection to any device (AC power, LAN or modem point, Printer, etc.)

7. Damage caused by an external electrical fault or any accident, or use of incorrect data cabling.

8. Damage caused by accident, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions, including fracture of the LCD glass, casework, cables, AC adaptors, covers, plugs and latches.

9. Damage from use outside usage or storage parameters set forth in the user guide, supplied with each Product, and available on the Toshiba website ([www.isd.toshiba.com.au](http://www.isd.toshiba.com.au)). This includes fluid ingress of any kind (including damage from condensation), and damage from shock or restriction of airflow.

10. Damage from use of parts or product not manufactured or sold by Toshiba.

11. Damage to or loss of any programs, data or removable storage media, or costs of recovering such programs or data.

12. Unauthorised disassembly of the hard disk drive will void warranty.

13. Consequential or other damages of any kind that may occur during repair or replacement.



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14. Costs associated with the de-installation and re-installation of the Product are not provided under this warranty.

15. Product purchased from anyone other than Toshiba or a Toshiba Authorised Reseller.

16. Modifications to Product not approved in writing by Toshiba.

17. Service made necessary by use of incompatible third party products.

18. FORCE MAJEURE. Toshiba will not be responsible for any failure to perform due to causes beyond its control, including, without limitation, fires, floods, earthquakes, explosions, accidents, acts of public enemy, wars, rebellions, insurrections, sabotage, epidemics, quarantine restrictions, labour disputes, labour shortages, transportation embargoes or failures or delays in transportation, inability to secure raw materials or machinery for the manufacture of their products and delivery of their services, acts of God, acts of any government or any agency thereof (including denials or onerous restrictions on required export licenses) and judicial actions.

### + Additional Care Recommendations

If you use this Product in a mobile environment you should;

1. Read and follow all care instructions provided with your Product.

2. Ensure that your Product has completely shutdown (no activity on the hard disk drive light), before moving the Product. Failure to do this may damage the hard disk drive.

3. Purchase a carry bag, affording shock and impact protection suitable for your Product (refer to Specification section of the User Manual for shock ratings).

4. Do not leave any cable connected to the Product, when transporting in a carry bag. This may damage the Product.

5. Do not store the AC adaptor or AC power lead where impact with the TFT display or top cover can occur. You may damage the TFT display if excessive pressure or impact is applied to this area.

6. Do not wrap any leads around the AC adaptor body, either in use or when storing. This may damage the cables.

7. You should completely discharge and recharge your main battery once a month to maximize the battery life.

8. Discuss your usage patterns with an Authorised Service Centre to determine if a preventative maintenance program should be purchased to support your IT requirements.

### + To Obtain Warranty Service

1. Read the owner's manual before operating.

2. Technical support is available on-line at [www.isd.toshiba.com.au](http://www.isd.toshiba.com.au). You will find answers to many commonly asked technical questions plus easily downloadable software drivers.

3. If you need further assistance to obtain service and repair of the Product, you can contact Toshiba on the contact number indicated below. When contacting Toshiba, you must provide the serial number, model and location of the Product and a description of the warranty problem. On initial contact by the entitled customer, Toshiba will provide troubleshooting telephone support in order to effect rectification of the problem, provided this problem is deemed to be within the terms and conditions of the warranty.

4. Toshiba Service Centre: 13 30 70 in Australia or 0800 445 439 in New Zealand

5. You must register this Warranty offer with Toshiba to obtain service after the original warranty end date. You must provide proof of purchase or entitlement before any warranty service can be performed. If you mail the Product in for service, you agree to insure the product, prepay shipping charges and to use the original shipping container or equivalent. Any service outside the scope of this warranty shall be at Toshiba's or its Authorised Service Centre's rates and terms then in effect. Toshiba recommends you confirm these rates and terms prior to signing any Authorised Service Centre repair agreement.

## + Registering Your Warranty

**Step 1:** Complete the “Warranty Uplift Registration” form supplied at the time of purchase.

**Step 2:** Sign and date the “Warranty Uplift Registration” form. Please ensure a contact number is provided in the event clarification of details is required.

**Step 3:** To mail, simply detach the “Warranty Uplift Registration” form at the perforation and post to the address below, please retain the bottom section of the form for your records.

Toshiba (Australia) Pty. Limited  
ISD SERVICE REGISTRATION  
PO Box 350  
NORTH RYDE NSW 1670  
AUSTRALIA

If the warranty service is not handled to your complete satisfaction, please write to Customer Relations, Toshiba (Australia) Pty Limited, PO Box 350 North Ryde 1670 NSW Australia, or email: [customerrelations@toshiba-tap.com](mailto:customerrelations@toshiba-tap.com).

## STATUTORY RIGHTS AND EXCLUSIONS (AUSTRALIA ONLY)

Certain legislation including the Trade Practices Act (1974) and other Commonwealth, State and Territory legislation implies warranties and conditions into consumer contracts. These warranties and conditions exist separately from and are not affected by the express warranties referred to in this booklet. Subject to such legislation and to the express warranties contained in this booklet all other warranties, conditions and liability implied by law are hereby excluded and Toshiba shall not be liable for any direct or indirect loss or damage of any kind arising from the Products or your use of them (including but not limited to loss of profits and incidental or consequential loss or damage).

## LIMITATION OF LIABILITY (NEW ZEALAND ONLY)

Where the Consumer Guarantees Act 1993 does not apply to the supply of the Toshiba Computer Product, Toshiba will not be liable in any way for a direct or indirect loss or damage of any kind arising from the Toshiba Computer Product, including consequential loss or damage and loss or damage arising from the negligence of Toshiba’s employees and agents. This warranty is personal to the person named in the Warranty Application Form and cannot be transferred to a subsequent purchaser (although the purchaser may in some circumstances have rights under the Consumer Guarantees Act 1993).

## PRIVACY STATEMENT

Information supplied is used by Toshiba to process your request and to perform this service. No information will be disclosed without your permission. Visit [www.isd.toshiba.com.au](http://www.isd.toshiba.com.au) for more information.