

### Extended Warranty Terms and Conditions

Toshiba TEC Australia Pty Ltd ABN 93 002 890 673 ("TTAU") does not warrant that operation of the products ("Product") listed as part of this Extended Warranty Policy 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, TTAU makes no guarantee or warranty that this Product will function properly in all circumstances. You agree that TTAU 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 TTAU has been advised of the possibility of such defect or damage.

### General Terms

With the purchase of this Extended Warranty Policy ("Policy"), TTAU expressly warrants the Product named by the purchaser, to be free from defects in workmanship and materials for the term of the Extended Warranty ("Term") which starts at the end of any standard product warranty provided with the Product and continues for the number of years specified in this Policy.

If you are in doubt as to the standard warranty period relevant to the Products please check the Product warranty statement or visit [www.toshibatec.com.au/services-and-support/](http://www.toshibatec.com.au/services-and-support/) or contact TTAU on 1800 252 111 (Australia).

This Warranty does not cover failure caused by improper installation, operation, cleaning, maintenance, accident, damage, misuse, abuse, non approved TTAU modifications to the Product, software faults, normal wear and tear or any other event, act, default or omission outside TTAU's control.

### What Is Covered Under This Warranty

If the product fails during normal and proper use within the Term of this Policy, TTAU will, at its discretion,

1. Repair or replace the faulty parts within the Products to original specification, during the

Term stated for the model, using new or refurbished parts, solely at TTAU'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, TTAU will reinstall the original configured operating system as shipped with the Product when it was sold, provided you supply the original Software Product Key. The COA must be attached to the Product so that the Product can be reactivated. (Not for WEPOS).
3. This Policy 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. You are required to deliver and pickup your Product to and from TTAU's National Repair Centre (Sydney) at your expense. See "To obtain warranty service" section for more detail.
5. The targeted TTAU National Repair Centre's warranty repair time is 4 working days. Intermittent faults must be replicated to confirm that the fault is related to this Warranty.
6. This Policy is valid within Australia, and only for products listed in the Policy.

### 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 TTAU products.
2. 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.
3. 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 TTAU National Support Centre at their prevailing rates).
4. Replacement or furnishing of items considered of a consumable nature (such as but not limited to media or printer ribbon, tapes, diskettes, disk packs, cds, ink and ink cartridges, logo stamps, ink rollers, paper rolls, batteries, drawer inserts, note clips, scanner windows, removable scanner covers, scanner tubes), printer cutter and hard disk (max 12 months warranty).
  5. Rectification of software faults or updating of machine BIOS.
  6. 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 TTAU National Repair Centre information or contact the TTAU National Repair Centre (See "To obtain warranty service" section for more detail).
  7. Damage caused by improper installation or improper connection to any device (AC power, LAN, modem point, Printer, etc.)
  8. Damage caused by an external electrical fault or any accident, or use of incorrect data cabling.
  9. Damage caused by accident, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions, including fracture of the LCD glass, touch panel or casework, cables, AC adaptors, covers, plugs and latches.
  10. Damage from use outside usage or storage parameters set forth in the user guide, supplied with each Product. This includes fluid, dust or insects ingress of any kind (including damage from condensation), and damage from shock or restriction of airflow. Fluid, dust or insect ingress will void this warranty.
  11. Damage from use of parts not manufactured or sold by TTTAU.
  12. Damage to or loss of any programs, data or removable storage media, or costs of recovering such programs or data.
  13. Unauthorised disassembly of the hard disk drive will void warranty.
  14. Consequential or other damages of any kind that may occur during repair or replacement.
  15. Costs associated with the de-installation and re-installation of the Product are not provided under this warranty.
  16. Receipt Printer Thermal print heads are covered for a maximum of 50km as verified by the counter incorporated into each printer.
  17. Product purchased from anyone other than TTAU or a TTAU Authorised Reseller.
  18. Modifications to Product not approved in writing by TTAU.
  19. Service made necessary by use of incompatible third party products.
  20. FORCE MAJEURE. TTAU will not be responsible for any failure to perform due to causes beyond it's 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.

### To Obtain Warranty Service

1. We suggest you first read the owner's manual to confirm that there is no action which you can take first to rectify whatever problem you are experiencing.
2. Seek technical support and/or assistance from your Authorised reseller.
3. If you need further assistance to obtain service and repair of the Product, you can contact TTAU on the contact number indicated below. When contacting TTAU, you must provide the serial number and model number of the Product and a description of the warranty problem. On initial contact by the entitled customer, TTAU 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. TTAU National Repair Centre can be contacted on the following number in Australia: 1800 252 111.
5. Any service outside the scope of this warranty shall be at TTAU's National Repair Centre (Sydney)'s rates and terms then in effect. TTAU recommends you confirm these rates and terms prior to signing any repair agreement.

### Registering Your Warranty

**Step 1:** Your Authorised reseller will normally complete the attached application form and submit this for payment and processing by TTAU at the time the Product is purchased. Contact details are provided on the application form, alternatively it can be mailed or emailed to the following:

**Toshiba TEC Australia Pty Ltd.**  
National Repair Centre  
Unit 1, 9-11 South Street  
Rydalmere  
NSW 2116, Australia

[service@toshibatec.com.au](mailto:service@toshibatec.com.au)

**Step 2:** TTAU will on receipt of the application form confirm the details, invoice the Authorised reseller for payment and then issue a Policy to the party nominated on the application form.

Note that no Extended Warranty is granted until the Policy is approved by TTAU and a certificate issued. Certification will only be produced and mailed to customers following remittance of payment for the Policy.

In some cases it is possible this could mean that a Policy is not issued until 2-3 months after application, if this is the case and you have concerns please contact your Authorised reseller.

### 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 TTAU 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).

### PRIVACY STATEMENT

Information supplied is used by TTAU to process your request and to perform this service. No information will be disclosed without your permission.