

# EMEA LIMITED WARRANTY

Full terms and conditions of the Toshiba EMEA Limited Warranty can be found stored as an electronic version on your notebook, as well as on our website at:

[www.toshiba-europe.com/services](http://www.toshiba-europe.com/services)  
[www.toshiba.co.uk/services](http://www.toshiba.co.uk/services)

## TOSHIBA EMEA LIMITED WARRANTY FOR NOTEBOOKS

### WARRANTY COVERAGE

#### **a. System Warranty**

Toshiba warrants any Toshiba notebook ("System") first sold to an end-user to be free from defects in components and workmanship under normal use for the duration of the warranty period which is twelve (12) months (Warranty Period). The warranty period commences on the date of purchase. Your original purchase invoice (sales receipt), showing the date of purchase, model number and serial number of the System, is your proof of the date of purchase. This warranty is only applicable in the EMEA region (Europe, Middle East and Africa) and may be enforced in any EMEA country where Toshiba or its Authorised Service Providers offer warranty service subject to the terms and conditions provided in this warranty. This warranty covers the costs of service parts and labour required to restore your System to full working order. Warranty repair services involving language based aspects of your System (e.g. keyboards, software) may not be capable of being performed in another language than the primary language used in the country where the service request is made. Toshiba will, at its option, repair or replace any defective Systems or parts thereof covered by this warranty with new or factory refurbished parts or Systems that are equal to new products in performance. A System or part that is repaired or replaced under this EMEA Limited Warranty shall be covered for the remainder of the original warranty period applying to the System or part, or for three months, whichever is longer. All exchanged parts and Systems replaced under this warranty will become the property of Toshiba.

This EMEA Limited Warranty does not affect your statutory rights.

#### **b. Options and Software Limited Warranty**

The Limited Warranty terms and conditions for Toshiba options are those indicated in the Limited Warranty applicable to Toshiba options. Toshiba supplies no warranty, either expressed or implied, for any preinstalled software, its quality, performance, merchantability, or fitness for a particular purpose. Nor does Toshiba warrant that the functions contained in the software will meet your requirements or that the operation of the software will be uninterrupted or error-free. As a result, unless otherwise stated in writing, the software is sold "as is". Toshiba's only obligations with respect to software distributed by Toshiba under the Toshiba brand name are set forth in the applicable end-user license or program license agreement between you and the software developer.

##### **1. Notebooks supplied with Recovery Media**

If your System was supplied with a recovery medium, please note that it is important to keep it in a safe place as you may not claim further recovery media and you are responsible for backing up the medium.

##### **2. Notebooks with System Recovery Option**

If your System was supplied with the system recovery option, it is important to copy the feature preinstalled on your hard disk to either a CD or DVD medium and keep it in a safe place. Please refer to the User's Manual for further information.

##### **3. Notebooks without Software**

In case of Systems with no preinstalled Software, please notice that no Recovery Media or System Recovery Option are included. Depending on the choice of the Operating System only limited features functionality might be available. Toshiba disclaims all potential liability for any such reduced functionality. Any errors or malfunction resulting out of the installation of an Operating System are not covered by this warranty.

#### **c. Customer Replaceable Units**

Toshiba may service Customer Replaceable Units such as AC Adapter to customer by shipment. Upon receipt by the customer of the replacement part, the original part becomes the property of Toshiba. It shall be returned to Toshiba at Toshiba's expense. In the event that the original part is not received by Toshiba within fifteen (15) working days after customer's receipt of the replacement part, customer will be charged the retail value of the replacement part.

### WARRANTY EXCLUSIONS AND DISCLAIMER

The EMEA Limited Warranty with respect to your System is subject to the following exclusions and limitations:

#### **a. Exclusions**

This EMEA Limited Warranty does not extend to:

1. any System not manufactured by or for Toshiba, or sold to an end-user in a country not covered under this warranty.

2. any System that has been damaged or rendered defective (a) as a result of use of the System other than for its normal intended use, failure to use the System in accordance with the User's Manual that accompanies the System, or other misuse, abuse, viruses or negligence to the System; (b) by the use of parts not manufactured or sold by Toshiba; (c) by modification of the System; (d) as a result of service by anyone other than Toshiba or a Toshiba Authorised Service Provider; (e) by improper transportation or packing when returning the System to Toshiba or a Toshiba Authorised Service Provider; or (f) by improper installation of third party products (e.g. memory expansion cards).
3. any System or parts thereof from which labels or serial numbers have been modified or made illegible.
4. loss of any, or damage to, programs, data, or removable storage media. You are responsible for saving (backing up) any programs, recovery media, data or removable storage media. Toshiba may opt to replace the System submitted for warranty services with a manufactured System of equal quality, and, thus, any data stored by you on your original System may become permanently inaccessible to you.
5. fair wear and tear of consumable parts, i.e., parts that require periodic replacement during the normal course of the System's usage, including without limitations, notebook batteries, AC Adapters or appearance parts.
6. cosmetic damages such as scratches and dents, scratched, faded or discoloured keycaps, covers and plastics.

Toshiba is not liable for any transport/delivery/insurance costs, import duties, taxes, licensing fees and any charges from telephone/fax communication as consequence of the failure of the System.

## b. Disclaimer of Warranty

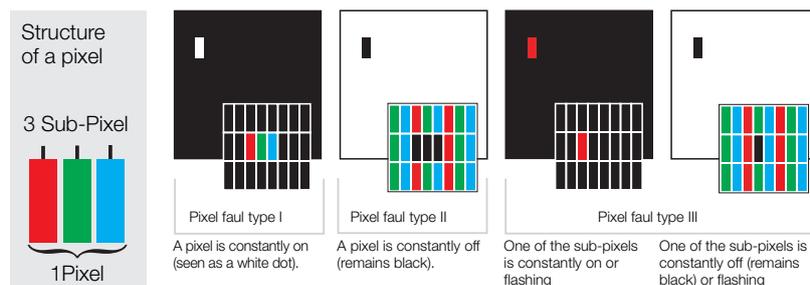
Except for the express warranty provided and to the extent permitted by applicable law, Toshiba, its Authorised Resellers or Authorised Service Providers do not issue any warranty or guarantee for your System. Toshiba expressly excludes any other liability, whether express or implied, to the fullest extent allowed by the law. In particular, but without limit to the generality of the exclusion, any implied terms as to merchantability, satisfactory quality, fitness for a particular purpose and/or non-infringement of third party rights are excluded whether in contract or tort. Any implied warranties that may be imposed by law are limited in duration to the term of the express limited warranty given by Toshiba to the extent permitted by applicable law. To the maximum extent permitted by applicable law, in no event shall Toshiba or its supplier be liable for (1) damage to, or loss or corruption of records, programs, data or removable storage media, or (2) any damages whatsoever (including direct or indirect damages, loss of business profits, lost savings or other special, incidental, exemplary or consequential damages whether for breach of warranty, contract, strict liability, tort or otherwise) arising out of or resulting from the use of or inability to use the products and/or the enclosed written materials, even if Toshiba, its supplier, an authorised Toshiba representative, service provider or dealer have been advised of the possibility of such damages or of any claim by any third party. Any liability of Toshiba or its supplier which is not excluded shall be limited to the purchase price of the System.

## > LCD SCREEN POLICY

In order to make the picture on your Toshiba screen appear brilliant and razor-sharp, a tremendous number of pixels are required. Pixel is the name given to the image dots on the screen. Each pixel is made up of three sub-pixels, each of one basic colour (red, green and blue). A 15-inch display with a resolution of 1024 x 768, for example, can contain around 768,000 pixels or 2.36 million sub-pixels.

All Toshiba LCD displays are either built with the state of the art Thin Film Transistor (TFT) or with the ultra bright Clear Super View (CSV) technology. Because of the complex manufacturing process and the tremendous number of pixels, it is impossible from a production technology perspective to exclude some pixels on the display from exhibiting faults, and being either permanently off or on - i.e. staying constantly lit or constantly black. To avoid such disruptive pixel faults, the production of LCD displays at Toshiba is subject to careful quality controls that are based on the strict ISO 13406-2 (Fault Class II) standard.

As a manufacturer of high-quality LCD displays, we want you to receive the best possible quality. For this reason, we have clearly set out for what type and for how many pixel faults you can expect to be entitled to a repair or replacement of your display. The graphic shows you examples of the various types of pixel fault that can occur.



The table below indicates the maximum permissible number and type of pixel fault that your Toshiba LCD display can exhibit. If you discover more pixel faults, regardless of whether they are of types I, II or III, you are entitled to make a warranty claim. In such cases, please contact the Toshiba Support Centre or your preferred Authorised Toshiba Service Provider in order to make a warranty claim.

## Maximum acceptable number of faults:

Screen models*	Pixel fault Type I	Pixel fault Type II	Pixel fault Type III
WSVGA (1024 x 600)	2	2	4
XGA (1024 x 768)	2	2	4
WXGA (1280 x 768)	2	2	5
WXGA (1280 x 800)	3	3	6
SXGA (1280 x 1024)	3	3	7
HD (1366 x 768)	3	3	6
SXGA+ (1400 x 1050)	3	3	8
WXGA (1440 x 900)	3	3	7
HD+ (1600 x 900)	3	3	8
UXGA (1600 x 1200)	4	4	10
HD+ (1680 x 945)	4	4	8
WSXGA (1680 x 1050)	4	4	9
FHD (1920 x 1080)	5	5	11
WUXGA (1920 x 1200)	5	5	12

\* To find out what type of screen model you have (e.g. XGA 1024x768) view the technical information of your notebook.

## > OBTAINING WARRANTY SERVICE

Your Toshiba EMEA Limited Warranty includes a Carry-in warranty service. In some parts of some countries, a Pick-up & Return warranty service may be provided. The warranty service will be subject to the following terms and conditions:

1. Repair service is available for Systems purchased and located within a country where Toshiba or its Authorised Service Providers offer warranty service subject to the terms and conditions provided in this EMEA Limited Warranty. Claims under this EMEA Limited Warranty will be honoured only if made within the warranty period.
2. Refer to the list with contact information for Toshiba and its Authorised Service Providers in the respective countries at the end of this booklet.
3. Before contacting Toshiba, please:
  - Check if your System is charged/connected to mains and switched on correctly;
  - Reset the System to its original configuration by removing options and external connections; recently installed software may have caused problems; please remove these; unplug any remote storage devices or other peripherals and remove any floppy disks, CD-ROMs, power cords, etc.;
  - Consult the User's Manual accompanying your System for important tips on how to operate and troubleshoot your System;
  - Note down System name, model number, serial number, hardware and software configuration and a description of the problem (e.g. error messages that appear on the screen);
4. Call the Toshiba Support Centre in the country where you are located in. Toshiba will attempt to resolve warranty issues over the telephone and may require your assistance in performing routine diagnostic procedures in connection with this call. Should the Toshiba Support Centre isolate hardware malfunctions on your system, you will be provided with an identification number and service instructions by the most convenient means (e.g. fax, email, voice).
5. If your System is eligible for Pick-up & Return warranty service, Toshiba will arrange pick-up of the defective unit from your location, repair it and return it back to your location. Toshiba will incur all repair, logistics and insurance costs in this process.
6. Under the terms of Carry-in warranty service, you will be required to deliver your Toshiba System including battery, power cord and AC adapter to a Toshiba Authorised Service Provider for warranty repair and arrange for its collection on completion of repair. You must prepay any shipping charges, taxes, or duties associated with transportation of the System to and from the Toshiba Authorised Service Provider. In addition, you are responsible for insuring the System both for delivery and collection as neither Toshiba nor the company offering warranty service on Toshiba's behalf, have any liability for damage or loss in transit.

## > REGISTRATION

Please register your warranty now at:

[www.toshiba-europe.com/registration](http://www.toshiba-europe.com/registration)  
<http://register-services.toshiba.co.uk>

Registration will help us to provide you with speedy service should you need to have your notebook repaired under warranty and it enables you to receive news about essential updates, driver revisions, details about new products and special offers to help you get the most from your Toshiba notebook.

Full terms and conditions of the Toshiba EMEA Limited Warranty can be found stored as an electronic version on your notebook, as well as on our website at:

[www.toshiba-europe.com/services](http://www.toshiba-europe.com/services)  
[www.toshiba.co.uk/services](http://www.toshiba.co.uk/services)