

> PICK-UP & RETURN WARRANTY UPLIFT TERMS AND CONDITIONS

1. Warranty Uplifts are only valid if purchased within 30 days of the procurement of your Toshiba notebook.
2. This Warranty Uplift must be activated within 30 days after purchase in order to use the service.
3. After successful registration, you will be entitled to Pick-Up & Return Service.
4. Toshiba will endeavour to collect the Toshiba Notebook if deemed necessary following telephone based troubleshooting with a qualified Toshiba engineer. Toshiba will endeavour to repair and return the system following collection.
5. This Warranty Uplift is available Monday to Friday at local business hours, excluding local public holidays.
6. This Pick-Up & Return Service represents an uplift to the International Limited Warranty with regard to the specified duration and service response level. These terms and conditions therefore apply in addition to the International Limited Warranty terms and conditions.
7. Toshiba endeavours to return the notebook within 5 working days from the day they receive it. Service levels are response time objectives, may vary depending on location and are not guaranteed.
8. This Pick-Up & Return Service is only available to Toshiba customers owning a Toshiba Notebook in the country where the service was purchased.
9. This Warranty Uplift service is valid only for the Toshiba notebook for which it has been registered.
10. Any System failure that occurred before registering this Pick-Up & Return Service will not be covered by this Warranty Uplift.
11. Toshiba's sole obligation under this Warranty Uplift shall be, at it's option, to repair or replace the product or any components free of charge, in the event of any failure or defect covered by the International Limited Warranty arising during the Pick-Up & Return Service period. This service covers for parts, labour and logistics.
12. Toshiba, it's 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.
13. Any System or component repaired or replaced under this Warranty Uplift shall be covered for the remainder of the warranty period applying to the System or component, or for six months, whichever is longer. All Systems and components replaced under warranty shall become Toshiba's property.
14. This Warranty Uplift does not apply to any failure or defect attributable to any extrinsic cause, accidental damage, improper use, wear & 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 Warranty Uplift, Toshiba reserves the right to charge the customer for parts, labour and expenses.
15. This Pick-Up & Return Service and the International Limited 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.
16. 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.
17. Please ensure that your computer has been fully "backed-up" before the start of any repair activity related to this Warranty Uplift. 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.
18. This Warranty Uplift 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, notebooks batteries. The warranty duration for batteries is one year.
19. Toshiba reserves the right to sub-contract the service provided under this Warranty Uplift without notice to the customer.
20. Toshiba reserves the right to discontinue or to modify the terms and conditions of this Warranty Uplift including but not limited to fees without prior notice.
21. Options and accessories are not covered under this Warranty Uplift. Contact your Authorised Service Provider in case of failure.
22. This guarantee does not affect your statutory rights.