



## Out of Warranty On-Site Repair

No warranty? Don't worry!  
We'll keep your  
product running.

If you're experiencing problems with your product which are not covered by your current warranty terms, such as liquid spills, accidental damage or mechanical faults, or if the original warranty of your product already expired, don't worry!

With our special Out of Warranty On-site Repair Services you don't need to waste your time finding a reliable and skilled repair centre, or worry about high repair costs. We take care of your product in the same way as we do for in-warranty repairs: with high quality support at a fixed price that includes parts and on-site repair.

### Service Specifications

Service Description	This Out of Warranty On-site Repair is a one-time hardware repair service only. After a phone based troubleshooting and the categorisation of the repair, a dynabook certified engineer will be dispatched to repair the defective device at your location <sup>1</sup> .
Service Offer	Out of Warranty On-site Repair A (OOWO100EU-VA) – Small parts, such as AC adapter, Keyboard, Touchpad, ODD, Fan Out of Warranty On-site Repair B (OOWO100EU-VB) – General parts, such as Plastic Cover, HDD/SSD, Memory, LCD, Battery Out of Warranty On-site Repair C (OOWO100EU-VC) – Mother Board (CPU, PCB) Out of Warranty On-site Repair D (OOWO100EU-VD) – Major damages which require a greater repair
Purchase Period	Can be purchased within five years after procurement of your Toshiba/dynabook product and is valid for 90 days after purchase.
Compatibility	Compatible with Toshiba/dynabook Satellite Pro, Tecra and Portégé Laptops.
Country Coverage	Can be purchased in Austria, Bahrain, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Jordan, Kenya, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Netherlands, Nigeria, Norway, Oman, Poland, Portugal, Qatar, Romania, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates and the United Kingdom.
Activation	To activate your service, it must be registered online at <a href="http://toshiba.co.uk/registration">toshiba.co.uk/registration</a> .
Obtain Service	Visit <a href="http://toshiba.eu/asp-locator">toshiba.eu/asp-locator</a> and find the most recent contacts of the dynabook support centre or your local authorised service provider. The support centre is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays.
More information	<a href="http://toshiba.co.uk/services/on-demand">toshiba.co.uk/services/on-demand</a>

### Other Services



#### Warranty Extension

Get long-term protection for your investment with an international warranty extension. You can purchase up to four years of additional coverage for Toshiba/dynabook products, giving you coverage for both parts and repairs, and possibly pick-up and return.



#### Asset Recovery Service

From time to time it is necessary to discard your old electronic equipment and upgrade to more advanced devices. With our Asset Recovery Service you can trust in an eco-friendly disposal and a secure deletion of your data<sup>2</sup>.