

TOSHIBA LIMITED WARRANTY

REGISTRATION

Your registration will help Toshiba provide you with a faster service and allows you to profit from updates on new products, special offers, and driver updates to get the most of your Toshiba product.

Please register your limited warranty at:

toshiba-europe.com/registration

By making a claim under this Limited Warranty, you will be deemed to have accepted its terms.

This Limited Warranty does not affect your statutory rights.

Warranty

Toshiba warrants any Toshiba laptop, tablet and/or "All-in-One" PC (System) first sold to an end-user (Original Purchase) to be free from defects in hardware components and/or workmanship during the warranty period.

The warranty period is twelve (12) months and commences on the original date of purchase. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service.

The warranty of batteries of being free from defects in hardware or workmanship is limited to a maximum of twelve (12) months due to the nature of the item, regardless of any warranty extension or services that might be purchased or offered on top of this limited warranty. Please retain your receipt for future reference.

Claims under this Limited Warranty must be made within the twelve (12) months warranty period. A system or part that is, at Toshiba's option, repaired or replaced under this Limited Warranty shall be covered only for the remainder of the original warranty period or for three (3) months, whichever is longer.

WARRANTY COVERAGE

This Limited Warranty is only applicable in countries listed at the end of this Toshiba Limited Warranty (Territory) and not applicable to any Original Purchase outside this Territory. Software distributed by Toshiba with or without the Toshiba brand (including but not limited to System software) and any hardware product not manufactured by or for Toshiba is not covered by this Limited Warranty. 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/supplier.

Warranty repair services involving language based aspects of your System (e.g. keyboards) 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. This Limited Warranty covers the costs of

service, parts and labour required to restore your System to full working order. All exchanged parts and Systems replaced under this warranty will become the property of Toshiba.

Depending on the model, some parts (e.g. AC-adapter) can be easily replaced by the customer themselves. Those parts are defined as Customer Replaceable Units (CRU parts). Toshiba may at its sole discretion decide to service CRU parts to end-user by shipment. Upon receipt of the replacement part by the end-user, the original part becomes the property of Toshiba. If requested by Toshiba, the original part has to 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 following the end-user's receipt of the shipment instructions, the end-user will be charged the retail value of the replacement part.

WARRANTY EXCLUSIONS

This Limited Warranty does not apply to.

1. defects caused by normal wear and tear including the fair wear of consumable parts, i.e. parts that require periodic replacement during the normal course of the System's usage (e.g. batteries);
2. breaks, tears, scratches, dents, scratched or faded covers or plastics and broken parts or any other cosmetic damage;
3. defective or discoloured keyboards or keycaps if the damages are caused by fluids, dirt, missing keys, broken plastic parts or improper use;
4. damage caused by use with another product;
5. use of the System other than for its normal intended use, including, without limitation, failure to use the System in accordance with the user's manual that accompanies the System;
6. damage caused by accident, abuse, contamination, misuse, viruses, liquid contact, fire, earthquake, improper or inadequate maintenance or calibration, negligence to the system or other external causes;
7. environmental damages and/or defects resulting from smoke, dust, dirt, carbon black or other external influences;
8. a Toshiba System that has been modified to alter functionality or capability without the written permission of Toshiba;
9. the serial number has been removed, damaged, rendered defective or made illegible;
10. modification of the system including defects caused by use of parts not manufactured and/or sold by Toshiba;
11. improper installation of third-party products (e.g. memory cards);
12. displays that show breaks, scratches, dents, liquids or any other damage resulting from improper use of the display;

13. minor pixel defects of LCD displays occurring in Systems equipped with LCD display technology. For more information on defective LCD displays, please have a look at the "LCD Pixel Policy"-section in this Toshiba Limited Warranty;
14. damages resulting from improper transportation or packing when returning the System to Toshiba or a Toshiba Authorised Service Provider;
15. issues resulting from parts intended for one System having been installed in another System of different make or model;
16. damages caused by services/repairs or other modifications to the System carried out by anyone other than Toshiba or a Toshiba Authorised Service Provider;
17. damages caused by self-repair or by performing an exchange of Non-CRU parts on your own;
18. defective hardware components (e.g. hard drive) that result from misuse of the System;
19. any preinstalled software, its quality, performance, merchantability or suitability for a particular purpose;
20. the loss of or damage to any program, data or removable storage media and/or any software program, whether provided with the System or installed subsequently;
21. this Limited Warranty does not cover any Toshiba accessories. In case of failure, please refer to the accessories limited warranties' terms and conditions.

If the System is not entitled to this Limited Warranty due to one or more of the reasons mentioned above, Toshiba or its Authorized Service Providers can still offer a repair, if requested by the end-user. Please note that in this case Toshiba or the Toshiba Authorized Service Provider may charge the end-user for parts, labour and expenses. Furthermore, Toshiba or its Authorized Service Providers reserves the right to charge the end-user for the preparation of the cost estimate if the end-user culpable raised a claim under this Limited Warranty which in fact is not covered by it. In such case and to the extent permitted by applicable law, Toshiba or its Authorized Service Providers reserves the right to retain the System until such time until the end-user pays the costs of preparing the cost estimate.

> SOFTWARE

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".

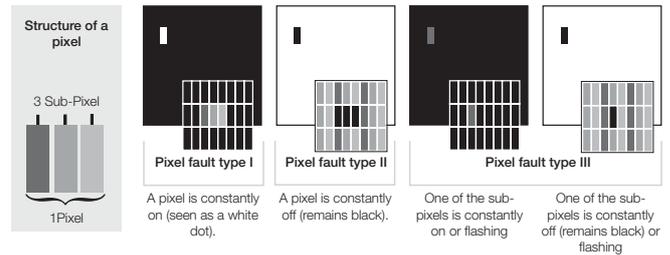
Toshiba is not responsible for any interoperability or compatibility issues that may arise when products, software or options or configurations not supported by Toshiba are used.

> LCD PIXEL POLICY

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. To

avoid disruptive pixel faults, the production of LCD displays at Toshiba is subject to careful quality controls that are based on the strict ISO 9241-307 (Fault Class II) standard.

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.

Screen models*	Resolution	Number of Pixels	Pixel Fault Type I constantly bright pixel	Pixel Fault Type II constantly dark pixel	Pixel Type III constantly sub pixel
WSVGA	(1024x600)	614400	2	2	2
XGA	(1024x768)	786432	2	2	3
WXGA	(1280x768)	983040	2	2	4
WXGA	(1280x800)	1024000	3	3	4
SXGA	(1280x1024)	1310720	3	3	5
HD	(1366x768)	1049088	3	3	4
SXGA+	(1400x1050)	1470000	3	3	6
WXGA	(1440x900)	1296000	3	3	5
HD+	(1600x900)	1440000	3	3	6
UXGA	(1600x1200)	1920000	4	4	8
HD+	(1680x945)	1587600	4	4	6
WSXGA	(1680x1050)	1764000	4	4	7
FHD	(1920x1080)	2073600	5	5	8
WUXGA	(1920x1200)	2304000	5	5	9
WQXGA	(2560 x 1600)	4096000	8	8	15

* To find out what type of screen model you have, please view the technical information of your product.

> CUSTOMER OBLIGATIONS

Before returning any unit for service, be sure to back up data and remove any confidential proprietary or personal information.

You are responsible for saving (backing up) any programs, recovery media, data or removable storage media as well as for the restoration or reinstallation of any programs or data other than software installed by Toshiba when the System is manufactured. In relation to the System submitted for warranty services, Toshiba may opt to either (1) repair the System or (2) replace the System with a manufactured system of equal quality, and, thus, any data stored by you on your original System may become permanently inaccessible to you.

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.

If your System was supplied with a 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.

In case of Systems with no preinstalled Software, please note that no recovery media or system recovery option are included. Depending on the choice of Operation System only limited feature functionality might be available. Any errors or malfunction resulting out of the installation of an Operation System are not covered by this warranty.

> Obtaining Warranty Service

Your Toshiba Limited Warranty includes a Carry-in or Send-in warranty service. In some countries, a Pick-up & Return warranty service might also be provided. To find out about the local coverage, please contact Toshiba or your Authorised Service Provider.

The warranty service shall be subject to the following terms and conditions:

- 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 accessories 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 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).
- To obtain support, please check the ASP locator and contact your nearest Toshiba Support Centre or Authorised Service Provider:

toshiba-europe.com/asp-locator

- 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 instruction by the most convenient means (e.g. fax, email, voice).

If your System is eligible for Pick-up & Return Warranty Service, Toshiba will arrange pick-up of the defective unit from your location, 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, and return it back to your location. Toshiba will incur all repair or replacement (at its option), logistics and insurance costs in this process save that Toshiba reserves the right to charge the end-user for such costs if the end-user culpable raised a claim under this Limited Warranty which in fact is not covered by it. In such case and to the extent permitted by applicable law, Toshiba or its Authorised Service Providers reserves the right to retain the System until such time until the end-user pays the costs of preparing the cost estimate.

- Under the terms of Carry-in or Send-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, at Toshiba's option, warranty repair or replacement and arrange for its collection on completion of repair or replacement. You must pay 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.

> ADDITIONAL COSTS

Toshiba is not liable for any transport, delivery or insurance costs, import duties, taxes, licensing fees and any charges from telephone / fax communications as consequence of the failure of the System. However, should your Standard Warranty be covered by Pick-up & Return Service Type, the costs for repair or replacement (at Toshiba's option), logistics and insurance will be covered by Toshiba save that Toshiba reserves the right to charge the end-user for such costs if the end-user culpable raised a claim under this Limited Warranty which in fact is not covered by it. In such case and to the extent permitted by applicable law, Toshiba or its Authorised Service Providers reserves the right to retain the System until such time until the end-user pays the costs of preparing the cost estimate.

> LIMITATION OF LIABILITY

To the extent allowed by applicable law, Toshiba shall not be liable for merchantability, fitness for a particular purpose of the System. To the extent permitted by applicable law, in no event shall Toshiba or its Authorised Service Provider 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) arising out of or resulting from the use of or inability to use the Systems or parts thereof 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. To the extent permitted by applicable law, any liability of Toshiba or its supplier which is not excluded shall be limited to the purchase price of the System.

The above exclusions and limitations of liability shall not apply for damages resulting from demonstrated Toshiba's product liability, especially for damages such as injuries to life, body or health.

> COUNTRY COVERAGE

This European Limited Warranty applies to Systems purchased in the following countries:

Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Ivory Coast, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Romania, Senegal, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Togo, Tunisia, Turkey, Ukraine, United Kingdom.