



Warranty Extension

Long-lasting peace of mind.

Get long-term protection for your investment with an international warranty extension. You can purchase up to 4 years additional coverage for Toshiba/dynabook products, giving you coverage for both parts and repairs and possibly pick-up and return.

The service will be carried-out by our worldwide network of Toshiba/dynabook Authorised Service Providers, staffed by experienced and highly-trained engineers and exclusively using Toshiba/dynabook original service parts.

For extra reassurance, you can add additional services which cover the replacement of your battery or docking device once their warranty has ended, and you can keep your defective hard drive in case it needs to be replaced.

Service Specifications

| | |
|--|---|
| Service Description | During the extended warranty period, you can take or send your defective Toshiba/dynabook product to a Toshiba/dynabook Authorised Service Provider and service parts and labour costs required to repair your product will be provided free-of-charge. If your product is eligible for Pick-up & Return service, Toshiba/dynabook will arrange a pick-up of the defective unit from your location, repair it and then return it once repaired. |
| Service Offer | 3 years International Warranty (EXT103I-V). 4 years International Warranty (EXT104I-V). |
| Purchase Period | Can be purchased within 1 year of procurement of your Toshiba/dynabook product. |
| Compatibility | Compatible with Satellite Pro, Tecra and Potégé. |
| Country Coverage | Available in all countries where Toshiba/dynabook has an Authorised Service Provider within EMEA or worldwide. |
| Activation | Needs to be activated within 30 days following procurement. To activate your service, it must be registered online at emea.dynabook.com/registration . |
| Obtain Service | Visit emea.dynabook.com/asp-locator and find the most recent contacts of the Support Centre or your local Authorised Service Provider. The Support Center is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays. |
| Easy Care / Customer Replaceable Units (CRU) | Some parts can easily be replaced by the users themselves (Customer Replaceable Units = CRU). If this is the case, Toshiba/dynabook will send both the service part and documentation for the exchange process to you. If requested by dynabook, the original part will have to be returned to dynabook. This will be at dynabook's expense. |
| More information | emea.dynabook.com/services/warranty-extension |

Additional Services which can be added on top of the Warranty Extension



• Battery Replacement Service:

Add an additional Battery Replacement Service to extend also the warranty of the battery. You will get a free exchange after the battery standard warranty has ended.*1
3 years European Warranty incl. Battery Replacement (EXT103EU-VBA)



• Hard Drive Retention Service:

Add an additional Hard Drive Retention Service and retain your defective hard drive should it need to be replaced.*2
3 years European Warranty incl. Hard Drive Retention (EXH103EU-V)



• Docking Replacement Service:

Add an additional Docking Replacement Service to extend also the warranty of your Port Replicator or dynadock™.*3
3 years European Warranty including Docking Replacement Service (EXT103EU-VDS)