

## LIMITED WARRANTY

### IMPORTANT

The Toshiba-branded Tablets (hereinafter called the "Product") purchased is covered by Limited Warranty Program (India Carry-in) (hereinafter called the "Warranty") for a period of 1-Year, validity starting from the purchase. This warranty entitles the customer to Carry-In Service through Toshiba's authorized service providers. This warranty is valid in India only.

To be eligible for this Warranty, you may either register online at <https://www.toshiba-india.com/registeronline> or you can return the completed registration form to the Toshiba India Support Centre together with a copy of the proof of purchase (either in the form of official receipt or invoice) within 30 days from the date of purchase. Upon approval, you will receive an acknowledgment through email to enjoy the benefits of this program. In the event of email address not being provided, no acknowledgement will be sent. You can also check your warranty registration status online at <https://www.toshibaindia.com/warrantycheckstatus>. Toshiba reserves the rights to reject a registration without any explanation.

### **India Limited Warranty Program does not extend to any Toshiba Product purchased from an unauthorized Reseller**

#### TERMS & CONDITIONS

1. Toshiba India Pvt. Ltd. (hereinafter "Toshiba") warrants the Product to be free from defects in material and workmanship, arising under normal use, for a period of 1 year from the date of original purchase when brand new.
2. The Product is deemed Dead-On-Arrival (DOA) if it is defective upon receipt. This Product has to be returned to the place of purchase within seven (7) days from the date of purchase in its original packaging.
3. This Warranty covers the cost of spare parts and labor through Toshiba authorized distributors, dealers, resellers (hereinafter called the "Reseller") or authorized service providers in the original country of purchase of the product.
4. Toshiba's sole obligation under this Warranty shall be, at its option, to repair or replace the Field Replaceable Unit (hereinafter called the "FRU") with new or qualified used FRU at its option, in the occurrence of any failure or defect covered under the Warranty during the warranty period.
5. Toshiba, its Resellers and authorized service providers reserve the rights to request proof of purchase (either in the form of official receipt or invoice) with date of purchase showing model and serial number before accepting liability for any Warranty claim.
6. Any FRU repaired or replaced under the Warranty shall be subject to the balance of the original warranty period applying to the product.
7. Any FRU replaced under Warranty shall become Toshiba's property.
8. This Warranty shall be void if:
  - (i) Failure of the Product or FRU has been resulted from service, maintenance or repair other than by a Toshiba Reseller or authorized service provider;
  - (ii) Product or FRU label/serial number has been altered or obscured;

(iii) Failure or defect was attributable to any extrinsic cause, accidental damage, improper use, modification, adaptation, neglect, wear and tear, improper installation and connection with any peripheral, external electrical fault.

9. Please ensure that your product has been fully "backed-up" before it is en-route to your Toshiba Reseller or authorized service provider in support of a Warranty Claim. Toshiba or its representatives will not be held responsible whatsoever, if during the repair of the Product, the contents of the data storage media were altered, deleted, or in any way modified. Toshiba or its representatives are not obliged to perform any preventive maintenance such as internal memory conditioning, data synchronization, data back-up, recovery from software virus attacks, software virus checks, hardware diagnostic tests and cleaning.

10. Any software pre-installed by Toshiba which is lost or corrupted as a result of a Product failure giving rise to a valid Warranty claim, will be replaced free of charge when the Product is being repaired, provided that it has not been possible to back up the software due to the fault. It is, however, your responsibility to ensure this software is backed-up after initial start-up in all circumstances.

11. Receipt by Toshiba Reseller or authorized service provider of Product does not mean that the Product will be repaired without cost to you. If Toshiba Reseller or authorized service provider determines that the repair(s) is (are) not covered under the Warranty, you will be duly notified. If you were to authorize the repair(s) not covered under the Warranty, you will be responsible for paying the current repair charges.

12. It is your responsibility to remove any options, features, parts, alterations and/or attachments not under warranty service prior to sending the Product to Toshiba Reseller or authorized service provider. Toshiba is not responsible for any damage to or loss of such options, features, parts, alterations, attachments or any programs, data, or other information stored in any parts of the Product sent for servicing.

#### LIMITATION

1. All other expressed or implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are hereby disclaimed.

2. No liability is accepted for loss of profits or any consequential loss, loss of data, loss of software or the cost of software reconfiguration.

3. If the Product is not in good working order as warranted, the sole and exclusive remedy shall be repair, or replacement of FRU.

Except such remedy, in no event shall Toshiba, or any Toshiba Reseller or authorized service provider be liable for any damages of any kind, including but not limited to:

i) Damage, loss or corruption of your records, programs, data or removable storage media;

ii) Direct or indirect damages, lost profits, lost savings or other special, incidental, exemplary or consequential damages whether for breach of contract, tort or otherwise, or whether arising out of the use of or inability to use the Product, even if Toshiba, or any Toshiba Reseller or authorized service provider has been advised of the possibility of such damages or any claim by any other party.

4. Even though Toshiba has reviewed some or all of the pre-installed software and documentation, Toshiba makes no warranty or representation, either

expressed or implied, with respect to software, its quality, performance, merchantability, or fitness for a particular purpose. Nor does Toshiba warrant the functions contained in this software will meet your requirements or that the operation of this software will be uninterrupted or error-free. As a result, unless otherwise stated in writing, this software is sold "as is." Should this software prove defective, you, the purchaser, are assuming the entire risk as to its quality and performance as well as any costs associated with the servicing, repairing, or correction.

5. In no event shall Toshiba, or any Toshiba Reseller or authorized service provider be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect in the software or its documentation, even if advised of the possibility of such damages. In particular, Toshiba or its representatives shall have no liability for any programs or data stored or used with Toshiba Product, including the cost of recovering such programs or data.

6. This Warranty extends only to original purchaser and is non-transferable.

7. Toshiba will not be liable for providing warranty if:

I. The completed warranty card and original invoice are not presented to the authorized service centre at the time of service request.

II. The product purchased is not used according to instruction given in the instruction manual, as determined by Toshiba.

III. Defect is due to lightning, voltage fluctuation, abnormal/high voltage, acts of god, damage by rodents, animals or insects, or causes beyond control of Toshiba.

#### EXCLUSIONS

1. The following items are excluded from this Warranty:

I. Casing, covers, plastics, connectivity adaptors, memory cards & soft/ carrying case;

II. any telephone/telecom/facsimile/telex communication charges;

II. transport/delivery/insurance costs or any other transportation damages incurred in returning the FRU to a Toshiba Reseller or authorized service provider in support of a Warranty Claim and subsequent return of Product at the location you stated.

IV. Non-Toshiba and third-party peripherals or accessories used with Toshiba Product.

V. Security password locked Product or FRU (e.g. hard disk encryption, BIOS password locked);

2. Any kind of software programs, pre-installed softwares, application softwares or whatsoever in the product are excluded from the Warranty.

3. Issues which arise from product compatibility or technology limitations are excluded from the Warranty.

#### DISCLAIMER

TFT Disclaimer: Small bright dots may appear on your TFT display when you turn on your tablets. Your display contains an extremely large number of thin-film transistors (TFT) and is manufactured using high-precision technology. Any small bright dots that may appear on your display are an intrinsic characteristic of the TFT manufacturing technology.

Internal Memory Capacity: 1-Gigabyte (GB) means  $1000 \times 1000 \times 1000 = 1,000,000,000$  bytes using powers of 10. The computer operating system, however, reports storage capacity using powers of 2 for the definition of 1 GB =  $1024 \times 1024 \times 1024 = 1,073,741,824$  bytes, and therefore may show less storage capacity. Available storage capacity will also be less if the product includes pre-installed operating system and/or application software. Actual formatted capacity may vary.

Battery life: may vary depending on applications, power management settings and features utilized. Recharge time varies depending on usage. Battery may not charge while computer is consuming full power. After a period of time, the battery will lose its ability to perform at maximum capacity and will need to be replaced. This is normal for all batteries and such conditions are excluded from the warranty.

### **TECHNICAL AND WARRANTY SUPPORT**

Toshiba India Call Center

Tel: 1800 200 8674 (Toll Free) and 1800 11 8674 (Toll Free)

Languages Supported: Hindi and English

Timings: 08:00 AM to 10:00 PM

7 days a week (Excepting National Holidays)

Be sure to have the following information before calling the Toshiba India Call Centre

- Applicable error messages
- Operating System
- Installed third-party hardware and software

Also keep the Product identification information handy for easy reference:

- Model Number:
- Serial Number:
- Date of Purchase:
- Place of Purchase:

### **IMPORTANT:**

**All rights to final interpretation for terms and conditions herein belong to Toshiba. Toshiba reserves the rights not to approve any registration without explanation. Registering this program indicates your acceptance of the Limited Warranty terms & conditions, limitation, and exclusions. Toshiba reserves the right to alter or cancel the Warranty program at any time without prior notice.**