



Global Care Flex

A single source for all the support your retail business needs.

Comprehensive solutions from a single source that provides optimal tools, services and retail expertise. Using exceptional technicians and innovative technologies, we provide reliable, cost-effective and flexible maintenance support for your multiple vendor environment. When day-to-day issues arise, we are well-equipped to handle them—swiftly and seamlessly, 24/7. Better yet, we work to resolve many problems before they have a chance to occur, minimizing your downtime and increasing shopper satisfaction.

One source. Countless advantages.

We've designed Global Care Flex and Global Care Flex Custom—our configurable and customizable hardware maintenance services to make choosing the right plan fast and easy.

Support and optimize your investment for greater savings and effectiveness.

Secure your investments and gain peace of mind with Global Care Flex. We understand that your retail solutions are mission-critical. That's why we provide configurable maintenance plans designed around the way your business operates. These plans offer retailers the flexibility to choose the options that go hand-in-hand with their POS hardware solution. All you need to do is select a standard option for duration, type of service, response time and hours of coverage.

Multi-level maintenance plans to keep your business up and running.

Global Care Flex gives you the option of selecting a simple, pre-defined maintenance service that can be purchased along with the hardware or as your environment changes during the warranty or post-warranty period.



Global Care Flex

- > 1 – 4 years (from end of standard warranty period)
- > On-site or depot/parts only (subject to country availability)
- > Same day or next day response times
- > 9, 18, 24 hour coverage options

Global Care Flex Custom

If a pre-configured plan is not for you, we have you covered:

- > Customizable coverage made to order
- > Dedicated service management
- > Variable hours of service, response times, and service methods
- > Coverage for Toshiba and OEM products

Toshiba
Global Commerce
Solutions, Inc.
3901 S. Miami Blvd
Durham, NC 27703 | U.S.A.
www.toshibacommerce.com

Copyright © 2017
Toshiba Global Commerce Solutions, Inc. All rights reserved.
Toshiba and the Toshiba logo are trademarks or registered trademarks of Toshiba in the United States, other countries, or both. All other trademarks and logos are the property of their respective owners. Information in this document is subject to change without notice. Not all Toshiba products and services are available in every country.

Care Flex data sheet: TCB15025-USEN-01