

International Warranty Service

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International Warranty Service (IWS) on Point of Sale and Self-Service products allows customers to relocate IWS-eligible machines to receive warranty service.

International Warranty Service coverage

- a. Under IWS, customers may obtain warranty service throughout the machine's warranty period in any country in which the machine (as identified by the four-digit machine type) is sold and serviced. Note. Fiscal printers and some machine features may not be supported in all countries. Contact your local sales personnel if you have questions on feature support or contact the sales office in the country the machine is being shipped to.
- b. Warranty service may be performed by Toshiba or Toshiba resellers approved to perform warranty service.
- c. The method of service delivery (for example, depot, customer carry-in repair (CCR), or Toshiba on-site repair in the destination country may be different from the method provided in the country in which the machine was purchased. The service delivery method is subject to local practice. Toshiba reserves the right to change or modify its service delivery methods by country at any time without notice.
- d. The warranty period observed will be that of the country in which the product was purchased.
- e. Some service and/or parts may not be available in all countries. Toshiba or a Toshiba authorized reseller may repair or replace the products or the parts with comparable Toshiba products or parts that comply with local standards
- f. Some countries may have fees and restrictions that apply at the time of service such as packaging, shipping and handling fees. You will be advised of your responsibility to pay these fees at the time of service.

What's not covered

- a. IWS does not cover any damage caused by moving equipment from one location to another. When relocating equipment, please ensure that all equipment is carefully packaged to ensure that no damage occurs.
- b. Electrical power and plugs vary throughout the world. Please ensure machines you wish to relocate are compatible in the new country.

Laws and regulations

Customers are responsible for complying with all applicable United States and foreign laws and regulations including, without limitation, United States Department of Commerce regulations regarding the export of restricted technology. Depending on the country and the specific hardware and/or software configuration, other laws and regulations may apply. In addition, customers are responsible for obtaining all necessary clearances required to export or re-export from the country of origin/shipment and import into the country of installation, and shall bear any associated costs, tariffs, and duties.