

Toshiba Maintenance & Warranty Services

Toshiba's comprehensive, flexible and responsive Maintenance & Warranty Services is a superior and cost-effective method to protect your store technology investment

Toshiba offers product warranty and maintenance services in the following areas:

Base Warranty

- Base Warranty coverage is typically included with the purchase of new Toshiba POS products & retail store solutions.

Warranty Upgrades

- Flexible maintenance and warranty services, plans and upgrades are available for products currently under warranty. Upgrade and/or extend your existing coverage & plans.

Post-Warranty Maintenance

- Ensure continuous maintenance coverage through a variety of Post-Warranty Maintenance services to meet your needs.

TOGETHER COMMERCE

Highlights

- **Total Store Support**, including the service of non-Toshiba equipment.
- **100% Retail Specialization & Focus**—leveraging Toshiba's dedicated retail industry experience and expertise.
- **Proximity Dispatch**—including an extensive fleet of local and regional GPS enabled service vans – provides superior service responsiveness.
- **Rapid Response times**, and real-time knowledge of the closest technical resources available to your locations reduces travel time to your location(s).
- A **Global Network** of value added Business Partners to purchase Toshiba Maintenance & Warranty services.

Solution Brief

Having the right maintenance services and warranty programs in place is important for your retail enterprise. Toshiba Global Commerce Solutions offers comprehensive, flexible, and responsive maintenance, parts and warranty services in over 114 countries worldwide.

Base Warranty

Toshiba's store solutions and products will typically include **Base Warranty** coverage.¹ **Base Warranty** coverage is product dependent although customarily provides 24 x 7 Call Center support access with 9 x 5 On-Site, Next Day, repair, including parts and labor.

Warranty Upgrades

Toshiba's **Base Warranty** plans can be upgraded to meet your specific needs and provide higher levels of coverage through **Warranty Upgrades**. **Warranty Upgrades** can be purchased at time of product purchase or during the **Base Warranty** period.

- **Warranty Upgrades**

- Select a higher level of service coverage and upgrade: Hours & days of service coverage; On-site response levels; or Depot/Advanced Exchange service response times.
- Extend the length of your warranty period by adding additional years of maintenance service coverage.
- **Warranty Upgrades** must be purchased during the initial **Base Warranty** period or at time of product purchase.
- Upgraded coverage is concurrent (occurring during the same time period) with the initial **Base Warranty** period.

Toshiba's 24 x 7 Warranty Coverage For "Always On" Retail Environments



Toshiba's GPS enabled "Smart Vans" utilize proximity based dispatching which locates the closest available service technicians to your store. This provides extremely responsive on-site store maintenance service while helping reduce travel time and store technology down time.

Did you know that Toshiba's flexible Maintenance & Warranty Services is designed to be expandable and configurable to help you perform?

Toshiba's intimate knowledge and experience of retail store equipment, environments and processes, provides the following key areas of support:

- Routine break/fix services including on-site and depot repair services
 - Total store maintenance support, including Toshiba and non- Toshiba POS systems and store technology products
 - Custom solutions with custom service levels (during peak holiday season)
 - POS help desk services
 - Annual preventive maintenance & store holiday readiness checks
 - Single point of accountability—consolidated invoicing
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Post-Warranty Maintenance

To ensure there are no gaps in maintenance coverage, Toshiba offers **Post-Warranty Maintenance** services, which provides support after the **Base Warranty** period. **Post-Warranty Maintenance** can be purchased either at the time of product purchase or at any time during or after the **Base Warranty** period expires.

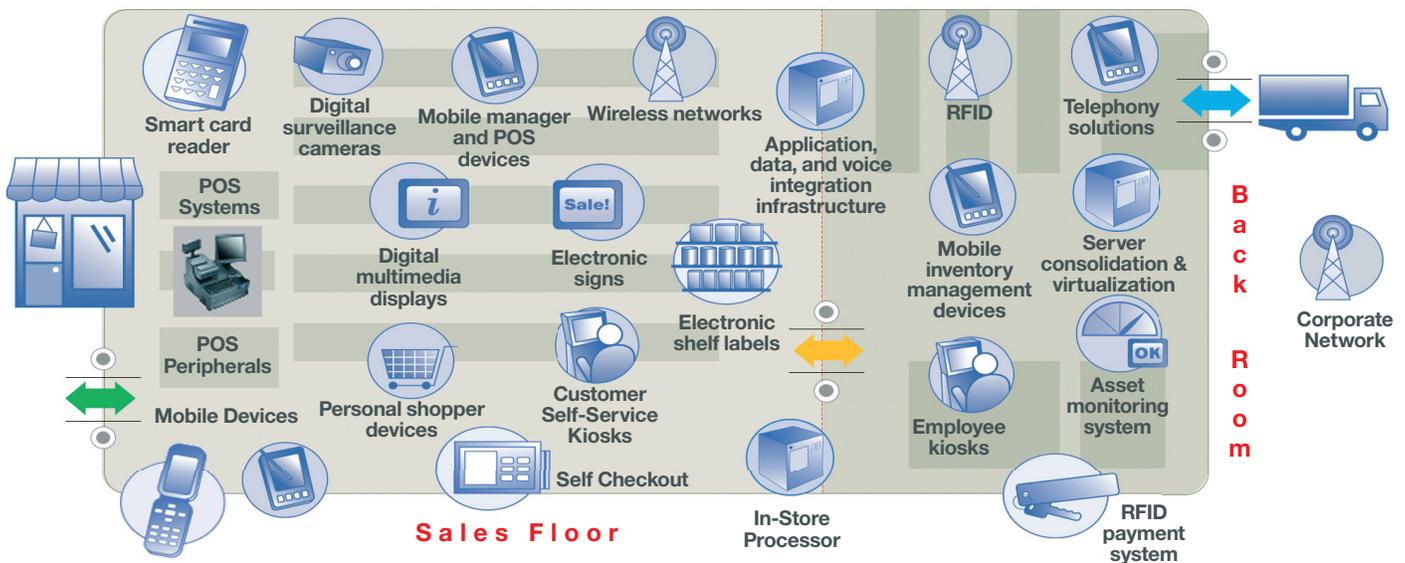
Choose from a variety of **Post-Warranty Maintenance** coverage and options to meet your needs.

- **On-Site Repair:**
 - Same Day or Next Day On-Site response
 - **9 x 5** through **24 x 7** Options (9 hours per day, 5 days per week, Monday - Friday up to 24 hours per day, 7 days per week Monday - Sunday)
 - Includes parts & labor, engineering changes, Call Center support and service problem management.
- **Depot Repair:**
 - The product is returned by you to a depot repair center, repaired and returned to you by Toshiba.

- **Advanced Exchange:**
 - Toshiba ships you a replacement unit, prior to the depot receiving the failing unit. The failing unit is then repaired and returned to stock as a spare replacement unit.
 - Monday - Friday or Monday - Saturday
 - Customer supplied spares or Toshiba supplied spares.
- **Parts-only Purchases:**
 - Certified spare parts can be purchased by qualified self-maintainers, Toshiba Authorized Service Providers, or as spare replacement stock for custom maintenance solutions.
- **Custom Service Maintenance Solutions:**
 - Toshiba can design custom maintenance service solutions to meet your needs including customized: Service Level Agreements; International Support Plans; Repair of non-Toshiba Equipment; Maintenance Management Services; and Total Store Support Services. Contact Toshiba or Authorized Toshiba Service Providers to learn more.

Toshiba Provides Store Maintenance Support to Many of the Top Retailers Worldwide

Toshiba's Maintenance Services Coverage and Single Point of Accountability Spans Across the Store Enterprise



Superior Knowledge of Store Support Environments & Processes

TOSHIBA

Leading Innovation >>>

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Not all Toshiba products and services are available in every country. All statements regarding Toshiba's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Base warranty and other maintenance and warranty services vary on availability and coverage levels by product and country. Please check with your local Toshiba representative or business partner to learn which types and level of Maintenance and Warranty services and coverage are available for your country and location.

The Toshiba Global Commerce Solutions home page on the Internet can be found at toshibacommerce.com



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Why Toshiba?

As the world's leading provider of integrated in-store solutions and retail insights, Toshiba Global Commerce Solutions delivers end-to-end solutions for checkout, consumer interactions and retail operations that unlock amazing new possibilities for our clients and shoppers everywhere.

For more information

Contact your Toshiba representative or Toshiba Business Partner to learn more about our Maintenance & Warranty Services or visit: toshibacommerce.com

Additionally, Toshiba Global Commerce Solutions can help credit-qualified clients acquire the IT solutions that your business needs in the most cost-effective and strategic way possible through our global financing partner.

References

¹Base Warranty coverage on products varies-please contact Toshiba Global Commerce Solutions or an Authorized Representative for more information and specific details.