

TABS Parts Warranty Return Form

This form must be completed and enclosed with all warranty parts returned to Toshiba's warranty processing center. If you are returning a hard disk drive it will also be necessary for you to complete the TABS HDD Return Form (please refer to TABS general bulletin 125 Revision 4).

Please ensure that the parts you are returning are packaged to provide adequate protection from shipping damage. Printed circuit boards, disk drives and laser units are susceptible to damage from excessive vibration or shock as well as electrostatic discharges. Electronic components such as these should be placed in antistatic bags, surrounded by a minimum of 2 inches of packing material and placed in a rigid shipping container. Inadequate packaging of products returned to Toshiba may void your warranty on the item.

Please follow this checklist before returning parts for warranty to ensure that they are covered under the new warranty program (refer to warranty policies and procedures). Parts returned to Toshiba warranty service center that are not eligible for warranty will be returned to the dealer at their expense and may also incur handling charges.

Warranty Checklist (see policy/procedures for more detailed information)

- 1 Is this item from a qualifying machine model or accessory?
- 2 Is this item a Printed circuit board, Laser unit or hard disk drive?
- 3 Is the dealer cost greater than \$100?
- 4 Was this part or the system it was removed from purchased on or after May 1, 2004?
- 5 Was the part or system it was removed from purchased within the last 36 months?

If your answer was NO to any of the questions above then the item is not covered under the 3 year return/replacement warranty program.

Please fill out this form completely and return it with your warranty part to:

Toshiba Warranty
c/o Hytec Dealer Services
3600 Vineland Ave.
Suite 121
Orlando, FL. 32811

UPS Acct # _____ EA6787

Qualifying warranty parts can be returned free of charge via UPS ground services. Dealers may use the above listed UPS account number to return warranty parts only. This will require that you use the carrier's on-line shipping modules (see "warranty shipping instructions" in the warranty program document if you are not familiar with this process). Please note that Toshiba pays freight on ground deliveries to the above address only.

Dealers who wish to expedite delivery may do so at their own cost by contacting Hytec Dealer Services.

TABS Customer Number _____
Customer Name _____
Contact Name _____
Address _____
City _____ State _____, ZIP _____

Part Number _____
Machine Model Part is used in _____
Machine Serial Number* _____
Date of Purchase** _____
Description of Failure _____

*Provide machine serial number only if this part was purchased as part of a system along with a copy of the machine service history.

** Copy of the invoice for the part or the system the part was purchased in required

Warranty Return Shipping Procedures

Please use the following procedure for returning qualifying PCB's, Laser Units and Hard disk Drives to Toshiba for warranty via ground service. Note that this process will require that you have an on-line shipping account established with UPS or that you establish one as the no-charge return process is facilitated by the respective carriers. Setting up an on-line account is simple (instructions below) and needs to only be done once.

If you require premium or expedited freight services please contact Hytec Dealer Services for instructions. Toshiba will pay the cost of ground freight services only. Premium or expedited services are the responsibility of the dealer.

- 1). Log on to www.UPS.com
- 2). Click on "ship". If you are not registered to ship on-line UPS, you can register on line. This is a very simple process - it will ask for your company name, log in name, password, first name, last name, email address & telephone number.
- 3). Enter Recipient information that includes: Destination (name, address and telephone number of the Florida Repair Center), Package and Shipment Details (service type ground, package type, piece count, package weight, package dimension), Billing details (bill shipment to is "third party", enter account number*).

*** Account number [UPS EA6787](#)**

Note: This is a **special UPS account number and is to be used for shipments under the warranty program only.**

- 4). Click on "continue"
- 5). A shipping label will print (from your printer) as soon as the shipping process is completed. It is recommended that you make a note of the tracking number that will print on this label so you can trace the shipment on-line using the UPS website tools.
- 6). Attach this label to the box.
- 7). Ship the box by either dropping this off at the nearest UPS drop off location or if you have regular ground service delivery, they can tender this freight to the UPS ground service driver.