



Gold On-site Service

Need help now? It's just around the corner.

Quality management of a large fleet of mobile devices is a key to operational excellence. Less downtime results in higher productivity of your mobile workforce. That's why it is important to manage the risks of mobility proactively.

With Gold On-Site Service you can be sure that you have taken all possible measures to keep your workforce running smoothly as it helps you deal with inevitable disruptions without delay. Whenever an issue occurs, you get dedicated phone support, including remote diagnostics. If the service issue cannot be resolved by phone, a Toshiba certified professional will be dispatched to repair the device on-site within the next business day.*1

Furthermore, the Gold On-Site Service comes with a Warranty Extension and allows you to add additional services which cover the replacement of your battery or docking device once their warranty has ended, and the retention of your defective hard drive in case it needs to be replaced.

Service Specifications

Service Description	This service is a hardware repair service and includes a telephone diagnosis to determine the failure on your Toshiba hardware. Should a repair be necessary, Toshiba will send a Toshiba Certified Engineer to your location by the end of the next business day.*1 The Next Business Day response time is defined as the time from the problem notification to the Support Centre until the on-site arrival of the Toshiba Certified Engineer at your location. Please note that in order to qualify for the Next Business Day Response Service, the service claim must be logged at the Toshiba Support Centre before 3 p.m. local time.
Services Offering	3 years Gold On-site Service including Warranty Extension - EMEA (GONS103EU-V) 4 years Gold On-site Service including Warranty Extension - EMEA (GONS104EU-V)
Purchase Period	Can be purchased within 90 days of procurement of your Toshiba product.
Compatibility	Compatible with Toshiba Satellite Pro, Tecra and Portégé.
Country Coverage	Available in Austria, Bahrain, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Jordan, Kenya, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Netherlands, Nigeria, Norway, Oman, Poland, Portugal, Qatar, Romania, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates and the United Kingdom. The availability of Next Business Day response is subject to the Service Level Agreement of the respective country. This can be viewed in the service's terms and conditions within the section 'Country Coverage'.
Activation	Needs to be activated within 30 days following procurement. To activate your service, it must be registered online at toshiba.eu/registration .
Obtain Service	Visit toshiba.eu/asp-locator and find the most recent contacts of the Toshiba Support Centre or your local Authorised Service Provider. The Toshiba Support Centre is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays.
Easy Care / Customer Replaceable Units (CRU)	Some parts can easily be replaced by the user themselves (Customer Replaceable Units = CRU). If this is the case, whenever possible, we will offer to ship the replacement unit to you by the next business day.
More information	toshiba.eu/services/onsite-repair/

Additional Services which can be added on top of the Gold On-site Service



Battery Replacement Service:
Add an additional Battery Replacement Service to extend also the warranty of the battery. You will get a free exchange after the battery standard warranty has ended.²
3 years Gold On-site Service incl. Battery Replacement Service - EMEA (GONS103EU-VBY)



Hard Drive Retention Service:
Add an additional Hard Drive Retention Service and retain your defective hard drive should it need to be replaced.³
3 years Gold On-site Service incl. Hard Drive Retention - EMEA (GONH103EU-V)



Docking Replacement Service:
Add an additional Docking Replacement Service to extend also the warranty of your Toshiba Port Replicator or dynadock™.⁴
3 years Gold On-site Service incl. Docking Replacement Service - EMEA (GONS103EU-VDS)

*1 Next Business Day Response is subject to parts availability and Service Level Agreements.

*2 Battery Replacement: ONE free exchange after the battery standard warranty period has ended (1 year), if the battery capacity is less than 50%. The remaining battery capacity can be checked via the preinstalled PC Health Monitor. If CRU is applicable, the replacement battery will be shipped to you.

*3 Hard Drive Retention: The hard drive remains your property, but will not be eligible for any ongoing support. Any additional products and components, as well as additional hard drives replaced under warranty, shall become the property of Toshiba.

*4 Docking Replacement: When claiming a Docking Device as defective, a new or refurbished Docking Device that is equal to a new product in performance will be sent to you. If requested by Toshiba, the defective Docking Device has to be returned to Toshiba at Toshiba's expense. In the event that the defective Docking Device is not received by Toshiba within fifteen (15) working days following receipt of the new or refurbished Docking Device, you will be charged the retail value of the replaced Docking Device.