

# Request for a Toshiba Notebook DOA Replacement

(Form must be completed by Reseller V2.1b 2014)

**To:**

Toshiba Europe GmbH  
at  
Toshiba Information Systems Benelux

Westbroek 36-38

4822 ZW Breda  
Netherland

Please send in per

**E-Mail:**

[Service@toshiba.nl](mailto:Service@toshiba.nl) (Dutch)

**Fax:**

NL: +31 (0)20 20 13 946  
BE/LUX (Dutch language) +32 (0)27 10 63 11

**Sender:**

Company name: \_\_\_\_\_

Contact: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Bought at Distributor: \_\_\_\_\_

Email: \_\_\_\_\_  
for feedback on the DOA status (please specify contact person e-mail)

Phone number: \_\_\_\_\_

**DOA Information**

Delivery note/ Invoice number **and** date (from Distributor): \_\_\_\_\_

Article Number (e.g. PSAM3E-03V019DU) : \_\_\_\_\_

Dedicated (DOA-) Case number (provided by Toshiba Call Center): \_\_\_\_\_

**Sworn Statement**

BY SIGNING THIS STATEMENT I AFFIRM THAT THE INFORMATION/ DOCUMENTS SUPPLIED BY ME ARE TRUE AND NOTHING HAS BEEN CONCEALED THEREIN. SHOULD THE INFORMATION/DOCUMENTS FOUND TO BE FALSE OR INCORRECT, I SHALL BE LIABLE FOR CRIMINAL ACTION IN TERMS OF THE RESPECTIVE PROVISIONS IN THE CRIMINAL ACTS.

The Toshiba product \_\_\_\_\_, Serial number: \_\_\_\_\_ is defective.

Error / failure Description: \_\_\_\_\_

A DOA exchange is only possible if the following criteria are met:

☐ If the defect is not a transport damage.

☐ The error occurred during the first turn.

☐ The proper dedicated (DOA-)case number (provided during the contact with our Toshiba Call Center) must be filled in properly.

☐ The system has no signs of use.

☐ The accessories are complete.

In addition, the following conditions must be met: The defect must be recognized by the end customer and during the first turn, within 14 days from date of purchase and must be announced to the Toshiba Call Center, who will provide a dedicated (DOA-) case number. DOA requests where this dedicated (DOA-) case number is not filled in (properly), will not be accepted and handled as a normal repair. The product must have been placed on the market by Toshiba Europe GmbH. The period between the first delivery of the product from Toshiba to Customer and occurrence of the defect may not exceed 6 months. Toshiba Europe GmbH reserves the right to check the 6 months period through manufacturing date.

In case of an accepted DOA request the credit note number to the distributor (within 3 weeks after DOA announcement) can be tracked via: <http://weblord.toshiba-tro.de/weblordTracking/>

\_\_\_\_\_  
Place, Date

\_\_\_\_\_  
Name in block letters

\_\_\_\_\_  
Signature and company stamp

**For further processing, a copy of retail invoice must be enclosed.**

If the form is not completely filled out or **proof of purchase** is not included case will not be handled!

After Toshiba received this form, the Toshiba Call Center will call you back and coordinate the next steps with you. For further inquiries please call within Netherland 0900-1000100 (20 cents/min. from the Telecom, mobile will differ) or within Belgium and Luxembourg +32 (0) 70 223344

Replacement of the DOA product is subject of the outcome of a technical check by Toshiba's Authorized Service Provider. In case of a defect of the DOA Product due to (end-)customers fault (such as, but not limited to software errors, virus, improper use, no hardware defect etc.), TOSHIBA Europe GmbH reserves the right to request payment for replacement product.