



Data Recovery Service

Your data is priceless.
We'll protect it.

Important documents, presentations or graphics are essential for your business and therefore deserve the very best protection especially when your workforce is mobile. Whether an unexpected drop, power surge, virus or user error, unforeseen events can quickly lead to problems that affect data integrity or result in data loss.

The Toshiba Data Recovery Service gives you a way to manage these risks and avoid high costs if not insured upfront. Whatever happens, you can be sure that everything will be done to recover your most important data.

Upon successful recovery, Toshiba returns your data on a brand-new Toshiba hard disk drive to get your workforce back working in no time.

Service Specifications

Service Description	This service upgrades the warranty of your Toshiba product to a Data Recovery Service and extends your standard warranty duration. It includes the recovery of the stored data*1 in cases of HDD failures which also includes failures due to liquid spills, product drop or all self-induced damages and the saving and delivery of the data on a new storage device.
Service Offer	3 years Data Recovery Service including Warranty Extension (DRS103EU-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, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Turkey and the United Kingdom. Only available in the country where it was purchased.
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 Center is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays.
More information	toshiba.eu/services/data-recovery

Service On Demand



In the event you have lost your data and you are not protected with a Toshiba Data Recovery Service or if your warranty is already expired, Toshiba also offers a Data Recovery Service On Demand *2 (DRS100EU-V). By using this service your data will be recovered by professional engineers who are specialized in Toshiba products.

The Data Recovery On Demand Service is available in Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Slovakia, Spain, Sweden, Turkey and the United Kingdom and is only available in the country where it was purchased. After purchase, the service is valid for 90 days.

*1 The success of a data recovery can never be guaranteed. Only once the according processes have been concluded, Toshiba will be able to confirm you exactly if and what information can be recovered from your hard drive. Please note also that the recovery process does not restore Software.

*2 If you have purchased a Data Recovery On Demand Service and the recovery of the data is not possible, you will be notified by email and the purchase price, excluding handling fee, will be refunded.