



Out of Warranty Pick-up & Return Repair

No warranty? Don't worry!
We'll keep your product running.

If you're experiencing problems with your product which are not covered by your current warranty terms, such as liquid spills, accidental damage or mechanical faults or if the original warranty of your product already expired, don't worry!

With dynabook's special Out of Warranty Repair Services you don't need to waste your time finding a reliable and skilled repair centre, or worry about high repair costs. We take care of your product in the same way as we do for in-warranty repairs: with high quality support at a fixed price that includes parts, labour and logistics.

Service Specifications

Service Description	This Out of Warranty Repair is a one-time hardware repair service only. After a phone based troubleshooting with a qualified Toshiba/dynabook engineer and the categorisation of the repair, dynabook will collect the product and return it following its repair ¹ .
Service Offer	Out of Warranty Pick-up & Return Repair A (OOW100EU-VA) - Small parts, such as AC adapter, Keyboard, Touchpad, ODD, Fan. Out of Warranty Pick-up & Return Repair B (OOW100EU-VB) - General parts, such as Plastic Cover, HDD/SSD, Memory, LCD, Battery. Out of Warranty Pick-up & Return Repair C (OOW100EU-VC) - Mother Board (CPU, PCB). Out of Warranty Pick-up & Return Repair D (OOW100EU-VD) - Major damages which require a greater repair effort and multiple parts.
Purchase Period	Can be purchased within five years after procurement of your Toshiba/dynabook product and is valid for 90 days after purchase.
Compatibility	Compatible with Toshiba/dynabook Satellite Pro, Tecra and Portégé Laptops.
Country Coverage	Can be purchased in Austria, Belgium, Czech Republic, France, Germany, Ireland, Italy, Netherlands, Poland, Portugal, Romania, Slovakia, Spain, Sweden and the United Kingdom and is only available in the country where it was purchased.
Activation	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/dynabook Support Centre or your local Authorised Service Provider. The Toshiba/dynabook Support Centre is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays.
More information	toshiba.eu/services/on-demand

Other Services



Warranty Extension

Get long-term protection for your investment with an international warranty extension. You can purchase up to four years of additional coverage for Toshiba/dynabook products, giving you coverage for both parts and repairs, and possibly pick-up and return.



Asset Recovery Service

From time to time it is necessary to discard your old electronic equipment and upgrade to more advanced devices. With our Asset Recovery Service you can trust in an eco-friendly disposal and a secure deletion of your data².