

# LIMITED WARRANTY STATEMENT

## TOSHIBA LCD TV/DVD Combo

### GENERAL TERMS

This limited express warranty ("Warranty") applies to Toshiba LCD TV / DVD Combo ("LCD TV/DVD Combo" or "goods"), sold by Toshiba (AUSTRALIA) Pty Limited ("Toshiba") through its authorised resellers and distributors, and applies only to LCD TV/DVD Combo that is new on the date of purchase and for which you have an invoice showing proof of purchase.

Toshiba expressly warrants this LCD TV/DVD Combo to be free from operational defects in workmanship and materials for a period described in the Warranty Period section below.

If you are in doubt as to the Warranty period relevant to your LCD TV/ DVD Combo, refer to either the Product brochure or Toshiba's Australian Website ([www.mytoshiba.com.au](http://www.mytoshiba.com.au)), or contact Toshiba on 13 30 70.

This Warranty does not include remedy of failure caused by poor signal, improper setup, installation, operation, cleaning or maintenance, accidental damage, misuse, abuse, non-Toshiba modifications to the LCD TV/DVD Combo, normal wear and tear or display image burn or shadowing, defects advised at the time of sale, or any other event, act, default or omission outside Toshiba's control.

### Consumer Guarantees

Consumer Guarantees apply to goods bought on or after 1 January 2011 by a consumer from a Supplier, in the course of a normal trade (not by way of auction where the auctioneer acts as agent of the owner(s)), and where the goods are normally used for personal, domestic or household purposes.

***Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.***

This Warranty is not intended to and does not limit your rights with respect to the Consumer Guarantees.

### TOSHIBA WARRANTY PERIOD

Subject to the opening paragraph, and unless specified otherwise in the product brochure or on Toshiba's website, Toshiba expressly warrants this LCD TV/ DVD Combo to be free from operational defects in workmanship and materials for:

24 months from the date of purchase for home use.

Remote control batteries are excluded from this Warranty being consumable items.

### WHAT IS COVERED UNDER THE WARRANTY

1. If any genuine and unaltered part within the LCD TV/DVD Combo fails during normal and proper use within the Warranty period stated for that model, Toshiba will either repair or exchange the faulty part; or exchange the LCD TV/ DVD Combo (in both cases, for an item that is functionally equivalent to that originally supplied, or better).  
***Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the product.***
2. Unless otherwise advised in writing, Toshiba will choose to repair or exchange faulty parts. Repaired or exchanged items are warranted for the longer of the balance of the original product Warranty or 90 days.
3. All parts removed for exchange become the property of Toshiba.
4. This Warranty is personal to the person or organisation named on the original sales receipt (proof of purchase), and is not transferable to a subsequent owner.
5. You are required to deliver and pickup your LCD TV/DVD Combo to and from a Toshiba AV authorised service centre at your expense. See "To Obtain Warranty Service" section for more detail.

6. The targeted Warranty repair time is 5 working days in depot, subject to the AV authorised service centre's ability to replicate the fault, and parts/ labour availability. Intermittent faults must be replicated to confirm that the fault is related to the LCD TV/DVD Combo and covered by this Warranty.
7. This Warranty is only valid within Australia. This Warranty is valid only for Toshiba LCD TV/DVD Combos distributed by Toshiba, and applies only to LCD TV/DVD Combos which are new on the date of purchase and accompanied by a proof of purchase, or evidence of supply from Toshiba.

### WARRANTY START DATE

The Warranty period starts at one of the following instances, provided valid documentation can be produced to substantiate the claim.

1. The date of purchase from an authorised Toshiba Reseller. Your dated sales or delivery receipt, showing product code and serial number, is your proof of purchase date.
2. In the event that proof of purchase cannot be provided, the date which Toshiba shipped the product to the authorised reseller will be the effective start of the warranty period (warranty entitlement).

### WHAT IS NOT COVERED BY THE WARRANTY

The Warranty shall not apply in certain cases, including without limitation, those set out below:

1. Limitations in technology. There are technology limitations on some of the devices used in this LCD TV/DVD Combo. These limitations are common or are defined standards within the Home Electronics & IT Industry and are not specific to Toshiba LCD TV/DVD Combo.
  - a) The DVD player may not play certain DVD movie titles due to DVD regionalisation or other security levels set by the original title (movie) producer.
  - b) The DVD Player may not play certain media formats, including some recordable discs.
  - c) The DVD player will accumulate dust that will affect the player's performance over time. This is not a fault, but requires routine maintenance by the user using non-abrasive cleaning media and by following the media supplier's instructions.
  - d) The LCD panel/ display may present up to 6 non-conforming pixels, (bright or dark spots) representing less than 0.0004% error rate.

These cases are a limitation of technology and do not represent a defect in the LCD TV/DVD Combo. Refer to Toshiba website, Limitation of Technology page, for more details.

2. Calls to attend or request for service assistance to install, configure or adjust the LCD TV/DVD Combo, where that adjustment is identified in the User manual supplied with the LCD TV/DVD Combo, or arises from inadequate antenna signal, antenna & cable faults, interference from other devices or cables, or where no fault is found in the LCD TV/DVD Combo, will be chargeable to the user at Toshiba's or the AV Authorised Service Centre's prevailing rates, this includes telephone support beyond 90 days from the date of purchase. Please refer to the Support section of Toshiba's website for details.
3. Replacement of any batteries or damage from battery leakage.
4. The expense of the service call where no fault is found, or in the event an appointment is made for service and the owner or nominated person is not in attendance at the negotiated time. This expense may be charged at the AV Authorised Service Centre's prevailing rates.
5. Damage, delay or any action by any party not authorised to perform Warranty repair on the LCD TV/DVD Combo. Please refer to the Support section of the website for authorised service providers or contact the Toshiba Service Centre.
6. Damage caused by improper media insertion, improper installation or improper connection to any device; (antenna, ac power, home theatre system, set top box, mounting bracket, furniture etc.).
7. Damage caused by an external electrical fault, power surge, or use of incorrect cabling. Damage or loss caused by accident, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions, including fracture or bruising/bleeding of any glass or display panel (including the LCD display, casework, cables, adaptors, covers, plugs and latches. This includes fluid

ingress of any kind (including damage from condensation), foreign objects or infestation, corrosion, and damage from shock or restriction of airflow, or external heat.

8. Damage from use outside usage, installation & mounting parameters set out in the user guide, supplied with each LCD TV/DVD Combo, and available on the Toshiba Australia website ([www.mytoshiba.com.au](http://www.mytoshiba.com.au)).
9. Damage from use of parts not manufactured or supplied by Toshiba.
10. Damage to or loss of any programs or, data, or costs of recovering such programs or data.  
**Repair to the goods may result in loss of the data. It includes, for example, songs, photos, telephone numbers and electronic documents. Toshiba recommends that you back up and secure your data prior sending the goods for repair or service.**
11. Consequential or other damages of any kind that may occur during repair or replacement.
12. Costs associated with the de-installation and re-installation of the LCD TV/DVD Combo is not provided under this Warranty.
13. LCD TV/DVD Combo purchased from anyone other than Toshiba or a Toshiba authorised Reseller.
14. Modifications to LCD TV/DVD Combo not approved in writing by Toshiba.
15. Service made necessary by use of incompatible third party products.
16. Service of a LCD TV/DVD Combo on which the TOSHIBA label or logo, rating label or serial number have been defaced or removed.
17. **FORCE MAJEURE.** Toshiba will not be responsible for any failure to perform due to causes beyond its control, including, without limitation, fires, floods, earthquakes, explosions, accidents, acts of public enemy, wars, rebellions, insurrections, sabotage, epidemics, quarantine restrictions, labour disputes, labour shortages, transportation embargoes or failures or delays in transportation, inability to secure raw materials or machinery for the manufacture of their products and delivery of their services, acts of God, acts of any government or any agency thereof (including denials or onerous restrictions on required export licenses), and judicial actions.

#### ADDITIONAL CARE RECOMMENDATIONS

You should;

1. Read and follow all care instructions provided with your LCD TV/DVD Combo.
2. READ and OBSERVE all conditions for mounting the LCD TV/DVD Combo on furniture or walls. Failure to do so may cause the LCD TV/DVD Combo to fall and be damaged. If in doubt contact your reseller for a suitable installation professional, who can provide this service for a fee.
3. DO NOT CLEAN THE LCD TV/DVD COMBO GLASS PANEL with anything other than a soft cloth that has been dampened with a weak mixture of mild detergent & water. (Squeeze the cloth until no water is expelled). Use of stronger cleaning agents risks damaging the glass coating and causing a blotching effect, which is not covered under warranty.
4. IF PURCHASING THIS LCD TV/DVD COMBO FOR COMMERCIAL USE, discuss your usage patterns with an AV authorised service centre to determine if a preventative maintenance program should be purchased to support your requirements. This is especially important where this LCD TV/DVD Combo is used in a tropical environment, or if the LCD TV/DVD Combo is subject to routine movement.

#### STATUTORY RIGHTS AND EXCLUSIONS - AUSTRALIA ONLY

Certain legislation including the Trade Practices Act (1974) and other Commonwealth, State and Territory legislation implies warranties and conditions into consumer contracts. These warranties and conditions exist separately from and are not affected by the Warranties referred to in this booklet. Subject to such legislation and to the express warranties contained in this booklet all warranties, conditions and liability implied by law that may be excluded are hereby excluded and Toshiba shall not be liable for any direct or indirect loss or damage of any kind arising from the products or your use of them (including but not limited to loss of profits and incidental or consequential loss or damage).

#### PRIVACY STATEMENT

Information supplied by you is used by Toshiba to process your request and to perform a warranty action. No information will be disclosed without your permission. See Toshiba's website for more information. The provisions of the Privacy Act 1988 (as amended) apply to any information collected by Toshiba. Please review Toshiba's Privacy Statement at [www.toshiba.com.au](http://www.toshiba.com.au).

#### TO OBTAIN WARRANTY SERVICE

1. Read the owner's manual before operating.
2. Contact your Reseller and discuss the problem to eliminate issues related to setup, cables or connected devices. You will be referred to Toshiba if the Reseller determines the problem is related to warranty.
3. If your Reseller is unable to assist you, call the Toshiba Service Centre within the Warranty period and no later than 30 days after the discovery of the claimed defect (whichever is the earlier).
4. If you call Toshiba Service Centre, a Support Representative will help you to diagnose the problem and identify the most likely method for remedy, including a suitable AV authorised service centre.
5. Toshiba maintains a record of warranty entitlement for all LCD TV/DVD Combos shipped and this will be used to validate your end warranty date. If you disagree with Toshiba's identification of warranty entitlement, you must provide proof of purchase before any warranty service can be performed.
6. If you transport or courier the LCD TV/DVD Combo in for service, you agree to insure the LCD TV/DVD Combo, prepay any shipping charges (both ways), and to adequately protect the LCD TV/DVD Combo from damage during shipment by using the original shipping container or equivalent packaging.

Any service outside the scope of this Warranty shall be at Toshiba's or the AV authorised service centre's rates and terms then in effect. Toshiba recommends you confirm these rates and terms prior to signing any AV authorised service centre repair or quote agreement.

#### CONTACTING TOSHIBA ONLINE SUPPORT

Technical support is available electronically on Toshiba's web site [www.mytoshiba.com.au](http://www.mytoshiba.com.au). Here you will find answers to many frequently asked technical questions. Additionally, you can obtain a listing of the authorised service centre nearest you.

#### TOSHIBA SERVICE CENTRE - 13 30 70

Specialist staff provides setup assistance in the first 90 days of purchase and telephone analysis of warranty related issues for the entire warranty period, between 8AM and 6PM AEST, Monday to Friday, excluding national public holidays.

Be sure to have the following information available before you call:

- Product serial number and part number
- Applicable error messages or problem description

#### COMPLAINTS

If the warranty service provided does not meet the offer outlined in this document, please detail your concerns in writing to AV Service Complaints, Information Systems Division, Toshiba (Australia) Pty Limited, PO Box 350 North Ryde, NSW, 1670, Australia, or email: [customerrelations@toshiba-tap.com](mailto:customerrelations@toshiba-tap.com).

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NSW 2113  
Australia (Head Office)