

## DYNABOOK NOTEBOOK WARRANTY SERVICE

A guide to prepare, pack and arrange a courier collection for your notebook.

### REQUIRED PACKING EQUIPMENT:

- Original packaging (as supplied at time of notebook purchase), or similar sturdy/rigid box.
- Bubble wrap or similar material.
- Packing tape.



### REQUIRED ITEMS FOR SERVICE:

- Notebook computer.
- AC adapter and power cable.
- A valid service request number (e.g. DBAN-BR or SR prefixed reference number).

### NOTEBOOK PREPARATION:

- **Back-up all your data and information to an external device.** Note: Dynabook Mobilecare does not provide assistance to transfer, backup or recover programs / data, nor are they responsible for loss of these programs / data during the repair process.
- Unless battery is inbuilt, remove from notebook. Only send if requested.
- Remove all media devices, i.e., Discs, USB drives or SIM/Memory cards.
- Remove (or include username and password details inside the box) any passwords you have applied to your notebook e.g. Windows, Hard drive or BIOS passwords.

### NOTEBOOK PACKING:

- Dynabook will not be held responsible for any damage during transport where it is found the product is not packaged adequately.
- Use packaging to ensure safe transport of electronic equipment. DO NOT use inappropriate or insufficient packaging e.g. Notebook carry bag, beverage cartons etc.
- Wrap your notebook and accessories in separate pieces of bubble wrap or similar material.
- Place notebook in centre of box, with accessories to the side of notebook. DO NOT place accessories underneath or on top as this will damage your notebook.



- Only one notebook is recommended per box.
- Fill empty spaces with packaging material e.g. bubble wrap to ensure notebook does not move inside box during transit.
- Tape up the box and Label it clearly with the following shipping address and contact details

**To: DYNABOOK Mobilecare**

Reference: **(DBAN-BR or Product Serial number)**

**<Insert Address from Page 2>**

- Label should also include the sender's contact details.

**COURIER BOOKING (AUSTRALIA):** (Complimentary and available for 14 days from Service Booking)

Ensure that the product is packaged, labelled and ready to collect

**Ensure you have capacity to print the Connote and Manifest that will be emailed to you**

- Call **Dynabook** on **13-30-70** Mon-Fri 9 am to 5 pm AEDT
- Provide Dynabook Ref No. (e.g. **DBAN-BR** or **SR** number)
- **Confirm the address and date for notebook collection**
- Print the label and Manifest received through email and affix to box
- Retain your copy of the connote (or note the connote number) for your records and tracking the courier through [www.startrack.com.au](http://www.startrack.com.au)

### SERVICE UPDATES:

- You may receive SMS or E-mail notifications indicating service progress.
- Provided you have the Dynabook reference number, you can check the status of your notebook service through <http://anz.dynabook.com/support/book-a-service> or by calling 13 30 70
- Once service is complete, the notebook will be returned to the address provided at time of booking.

### NOTE:

Charges will apply for products outside Dynabook warranty period or if issue is not covered by the warranty. For full terms and conditions, refer to [https://bv.anz.dynabook.com/mobilecare/DBAN\\_Mobilecare\\_Terms\\_and\\_Conditions.pdf](https://bv.anz.dynabook.com/mobilecare/DBAN_Mobilecare_Terms_and_Conditions.pdf)



## Dynabook Mobilecare Address Locations

<Select the one closest to your location>

*NOTE: No Drop-offs/Pick-ups available - only courier deliveries are allowed*

### AUSTRALIA:

**DYNABOOK MOBILECARE NSW**  
UNIT 1, 2A BASALT ROAD  
PEMULWUY, NSW 2145

**DYNABOOK MOBILECARE VIC**  
BLDG 12, 163-179 FOSTER ROAD  
MOUNT WAVERLEY, VIC 3149

**DYNABOOK MOBILECARE QLD**  
LEVEL 2, 7 CLUNIES ROSS COURT  
EIGHT MILE PLAINS, QLD 4113

**DYNABOOK MOBILECARE SA**  
174 STURT ST  
ADELAIDE, SA 5000

**DYNABOOK MOBILECARE WA**  
The Garden Office Park  
Suite 230, Level 2, Building C, 355 Scarborough Beach Road  
Osborne Park, WA 6017

### NEW ZEALAND:

For NZ locations, book service directly through Authorised Service Providers. Refer to <https://anz.dynabook.com/service-centres?r=nz>