

## LIMITED WARRANTY STATEMENT TOSHIBA EXTERNAL HARD DISK DRIVE

Applicable to products purchased after 10 November 2023

The Toshiba External Hard Disk Drive ("Product" or "goods") you have purchased from Dynabook or a Dynabook Authorised Reseller comes with a three (3) year warranty from date of purchase. This expressed limited warranty ("Warranty") extends only to the original purchaser and cannot be transferred to anyone. For more information, please visit our website at <http://anz.dynabook.com/support> or call our Dynabook Support Centre.

### CONSUMER GUARANTEES (AUSTRALIA ONLY)

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 and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:***

- ***to cancel your service contract with us; and***
- ***to a refund for the unused portion, or to compensation for its reduced value.***

***You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.***

This Warranty is not intended to and does not limit your rights with respect to the Consumer Guarantees (in Australia) or Consumer Guarantees Act (in New Zealand).

### STORAGE DEVICE CAPACITY LIMITATION

One Gigabyte (1GB) means  $10^9 = 1,000,000,000$  bytes and One Terabyte (1TB) means  $10^{12} = 1,000,000,000,000$  bytes using powers of 10. A computer operating system, however, reports storage capacity using powers of 2 for the definition of  $1\text{GB} = 2^{30} = 1,073,741,824$  bytes and  $1\text{TB} = 2^{40} = 1,099,511,627,776$  bytes, and therefore shows less storage capacity. Available storage capacity will vary based on file size, formatting, settings, software and operating system and other factors.

### HOW TO OBTAIN SERVICE

During the warranty period, your sales receipt or proof of purchase is required to receive warranty service. If the Product fails during normal and proper use within its Warranty period, return the Product to your place of purchase for replacement or refund. If your place of purchase is no longer trading, contact the Dynabook Support Centre.

***The return of your goods will result in loss of any user-generated data. It includes, but not limited to, for example: music, photos, videos, and other electronic documents. Please ensure you have made a back-up copy of any data saved on your goods.***

### DYNABOOK SUPPORT CENTRE

Dynabook provides limited complimentary technical phone support, during normal business hours, 5 days a week, for 90 days following the new purchase of your Product. Dynabook Contact Information: <https://anz.dynabook.com/contact>

**Australia : 1300 DYNABOOK / 1300 396 226**  
**New Zealand : 0800 DYNABOOK / 0800 396 226**

If the warranty service provided does not meet the offer outlined, please detail your concerns to Customer Support, by a letter addressed to the below or email to [customerrelations@anz.dynabook.com](mailto:customerrelations@anz.dynabook.com)

Dynabook ANZ Pty Limited (Head Office)  
2 Julius Ave  
North Ryde, NSW 2113, Australia

### PRIVACY STATEMENT

Information supplied by you is used by Dynabook to process your request and/or to perform a warranty action. Refer to Dynabook's Privacy Policy at <https://anz.dynabook.com/privacy-policy.php>