



Dynabook 3-Years Battery Replacement Service

Extend your battery life to 3 years.

Depending on the duration of the Warranty Extension under which you have purchased the Battery Replacement Service option, the warranty of your battery will be extended accordingly. During this period of time you are entitled to one Battery Replacement claim after the Standard Warranty of your battery has expired. This service is only valid if the battery capacity is less than 40%. Before making your service claim, you must download, install and run a diagnostic tool (for example Dynabook PC Health Monitor) provided by Dynabook to determine the remaining battery capacity. Your Dynabook Authorised Service Provider is obliged to check the remaining battery capacity after receiving your product. Should the Authorised Service Provider determine that the battery capacity is more than 40%, the Authorised Service Provider reserves the right to provide a quotation for parts, labour and expenses.

Period	Valid for 3 years starting from the purchase date of your Dynabook product
Compatibility	Compatible with Dynabook Enterprise Laptops, Tablets and other computing devices
Purchase Period	Must be purchased at the time of initial purchase of the Product in new condition by the original owner.
Country Coverage	Contact your local Dynabook Enterprise Consultants
Activation	The service needs to be activated within 30 days following procurement.
Availability	Monday to Friday from 9 a.m. to 5 p.m. local time, excluding public holidays
Features	Dynabook original parts and labor or logistics covered

DYNABOOK STANDARD LIMITED WARRANTY EXTENSION TERMS & CONDITIONS

SERVICE DESCRIPTION

This Warranty Extension allows you to extend your standard warranty for an additional period as described on the purchased service. This service applies to Dynabook enterprise laptops, tablets and other mobile computing devices (hereinafter called products). For more product compatibility details, please contact your local Dynabook enterprise consultants. During this extended warranty period, you can take or send your defective Dynabook product to a Dynabook Authorised Service Provider and service parts and labour costs required to repair that product will be provided free-of charge, ensuring comprehensive protection for your investment. These terms and conditions apply in addition to the standard warranty terms and conditions and shall prevail in case of conflict. This service is only available for products purchased from authorised resellers. This service does not affect your statutory rights.

REGISTRATION & SERVICE ACTIVATION

This service is only valid if purchased within 1 year of procurement of your Dynabook product and must be activated within 30 days after purchase. To activate your service, you must register the product with Dynabook. For more details contact your local Dynabook enterprise consultants.

CUSTOMER REPLACEABLE UNITS (CRU)

Some service parts and accessories are specifically designed for easy customer removal and replacement and are referred to as CRU. If during remote troubleshooting and diagnosis, the Support Centre Agent determines that the repair can be accomplished by yourself, Dynabook will ship both the service part and documentation for the exchange process to you. If requested by Dynabook, the original part will have to be returned to Dynabook. This will be at Dynabook's expense.

COUNTRY COVERAGE

This warranty extension service is available in most Asian countries. For more details contact your local Dynabook enterprise consultants.

OBTAINING SERVICE

To obtain service, please contact your local Authorised Service Provider or the Dynabook Support Centre, which will be open week days between 9 a.m. and 5 p.m. local time, excluding public holidays. To help our Support Centre Agents identify the problem and respective replacement parts in the most efficient way, please be ready to provide a description of any failure that you have encountered. When calling, please also ensure that you have access to your Dynabook system and be ready to provide the serial number and model number found on the reverse side of your Dynabook product. Should the Dynabook Support Centre discover any hardware malfunctions, all the items identified as such will need to be shipped to the Service Centre. If your product is eligible for Pick-up & Return service, Dynabook will arrange a pick-up of the defective unit from your location, repair it and then return it once repaired. Dynabook will incur all repair, logistics and insurance costs in this process. Dynabook, its Authorised Resellers and Service Providers reserve the right to request a proof of purchase (e.g. a paid and dated invoice from the Authorised Reseller) stating model and serial number, before accepting any service claim.

CUSTOMER OBLIGATIONS

Please ensure that all data on your Dynabook product have been fully backed up before returning your product to your Dynabook Authorised Service Provider in connection with a warranty claim. Remove any confidential, proprietary or personal data and information. Dynabook is not responsible for damage to or loss of any programs, data or removable storage media, or the restoration or reinstallation of any programs or data. Dynabook shall not be liable for loss of profits or any consequential loss, loss of data, loss of software or the cost of software reconfiguration.

PARTS AND MATERIALS

Dynabook will, at its option, repair or replace the product or any parts covered by the standard warranty by new or refurbished parts free of charge during the whole service period, except batteries. The warranty for batteries is limited to 1 year due to the nature of the item, unless your purchased Service also includes a Battery Replacement Service option. Any product or component repaired or replaced under this service shall be covered for the remainder of the warranty period applying to the product. All products and components that have been replaced under warranty shall become Dynabook's property. If replacement of the keyboard is required, only English language keyboards or keyboards in the native language of the country where service is provided, if available, will be provided.

SERVICE LIMITATIONS

This service only covers parts and labor and does not apply to any failure or defect attributable to any extrinsic cause, accidental damage, improper use, transportation, wear and tear, viruses, use of non-Dynabook components or software, modification, adaptation, improper installation, improper maintenance, fixes of software or neglect. This service does not apply to any software whatsoever. Should the repair of the product be related to a cause not covered by this service, Dynabook reserves the right to charge you for parts, labor and expenses. This service and the standard warranty do not apply if failure of the product or component has resulted from service, maintenance or repair other than by a Dynabook Authorized Reseller or Authorized Service Provider, or if the product or component labels/serial numbers have been altered or obscured. Accessories are not covered under this service. Please contact your local Dynabook reseller in case of any failure. Dynabook reserves the right to sub-contract the service to a Dynabook Authorized Service Provider. Exclusion from Standard Warranty apply to this Warranty Extension too. Please refer to the standard warranty terms and conditions delivered with your product for further information about the warranty exclusions.