

Toshiba Hard Disk Drive Packaging Policy

Packaging policy

The Toshiba Hard Disk Drive product consists of delicate mechanisms employing very fine engineering tolerances and electrically sensitive devices that can easily be damaged, hence due care is required during normal installation or removal as well as during transportation.

To safeguard against any damage that may unnecessarily invalidate your warranty claim while the product is in transit for warranty service, it is important that you adhere to the following instructions when returning the product.

Dos

- **ESD Bags** - Toshiba initially supplied the hard disk product in an anti-static bag to safeguard against electrostatic damage; please place each product in an anti-static bag when returning faulty product.
- **Original Packaging** - All products should be returned in the original shipping carton (if possible).
- **Product Protection** When the original carton is not available, the preferred method is the use of foam inserts to enclose the product completely on all surfaces with 2in or 5cm foam per surface.
- **Alternatives** -If foam inserts are not available, it is acceptable to use bubble wrap. Several layers of bubble wrap may have to be used to build up a minimum of 2in or 5cm wraps per surface.
 - The product must be adequately supported on ALL sides and not placed loosely inside the carton.
- **Information on Box** – The RMA # must be clearly marked on the outside of the shipping carton.
Also: Customer / Contact Name, Return Address, Phone Number

Don'ts

- **Poor Packaging** - The use of padded postal bags, foam peanuts, paper or shredded paper packing filler material is strictly prohibited, as these will not support, stabilize or provide protection to the product while in transit and will invalidate the drive's warranty.
- **Labels** - All extra labels or stickers that interfere with the Serial number or Part number Bar-Code must be removed. If the Bar code is not accessible or scan-able, this condition will invalidate the drive's warranty.
- **Extra Hardware** - All mounting attachments, interface cables, or rails must be removed before the product is returned. If fitted, they will not be returned.

Toshiba is not responsible for product lost or damaged during shipment. All products being returned for Limited Warranty repair or replacement must be sent freight prepaid

Any delivered product that does not conform to this packaging policy will be rejected

Your co-operation in these matters will enable Toshiba to reduce the turn-around time for your warranty claim and will also provide Toshiba with better and more reliable failure information of the product, resulting in higher quality products and superior product support.

When returning the product for warranty please familiarize yourself with and adhere to the Limited Warranty, Warranty Exclusion's, Returns and Packaging Policy, otherwise your warranty claim may be invalidated.

Customer Responsibility

BY REQUESTING SERVICE, THE ELIGIBLE CUSTOMER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. TOSHIBA IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR LOST OR DAMAGED DATA OR FILES.

Disclaimer

TOSHIBA RESERVES THE RIGHT TO CHANGE AT ANY TIME AND WITHOUT PRIOR NOTICE ANY OF ITS SERVICE PROGRAMS OR SERVICE METHODS.

Examples of acceptable – Good packaging
In sturdy Carton and protected from physical and electrical damage



Examples of Unacceptable return packaging.
Inadequate physical or ESD protection provided



