

# Warranty Policy

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## GENERAL WARRANTY CONDITIONS

Company Name:	Tabone Computer Centre Limited
Address:	Old Railway Track, Santa Venera. SVR 9019 Malta
VAT Number:	MT10546403
Company Registration Number:	C12340
Telephone Number:	21 44 44 12

These are the warranty terms and conditions offered by Tabone Computer Centre Limited.

By accessing this website we assume you accept these warranty terms and conditions.

The following terminology applies:

Customer:	"Client", "You" or "Your"
Tabone Computer Centre Limited:	"Company", "We", "Our" or "Us"
Working day:	Monday to Friday (Public holidays not included)

Words imparting the singular number include the plural and vice-versa.

Tabone computer Centre Limited warrants any product to be free from defects in hardware components and/or workmanship, unless clearly stated during the sale.

The warranty date starts from the date of purchase as stated on your valid invoice. You may be required to provide proof of purchase as a condition of receiving warranty service. Not showing a valid proof of purchase may void your warranty.

If a product results defective during the warranty period, Tabone Computer Centre Limited will repair, replace, or refund (part or in full) the product within a reasonable time. A system or part that is repaired or replaced under this Limited Warranty shall be covered only for the remainder of the original warranty period or for three months, whichever is longer. Where no parts are used, no

warranty is given, however the Customer has 24 hours to notify us, in writing, that the service was not rendered to her/his satisfaction, and in this case the only remedy is that we will check the product to verify this claim, and if the claim is correct, we will re-do the same service a second time, free of charge. Software, programs or any data on any kind of data storage device is not covered by any kind of warranty.

### **THE MANUFACTURER WARRANTY**

The manufacturer warranty is given by the manufacturer. This warranty provides you with additional benefits. All warranty provided by Tabone Computer Centre Limited are including Parts and Labour.

DYNABOOK TOSHIBA LAPTOPS	1,2 OR 3 YEAR WARRANTY
DYNABOOK BATTERIES (Bought with laptop)	1 YEAR WARRANTY
LAPTOP PARTS AND BATTERIES	3 MONTHS WARRANTY
CHUWI LAPTOPS, TBALETS AND PC'S	1 YEAR WARRANTY
STAR MICRONICS PRINTERS	2 YEAR WARRANTY
COMPUTER ACCESSORIES	1 YEAR WARRANTY
OFFICE FURNITURE	1 YEAR WARRANTY

Our warranty covers all electronic, electrical and mechanical faults. Plastic, glass, rubber parts and normal wear and tear are not covered by this warranty.

We guarantee to repair the product free of charge or exchange any parts found to be defective provided that the product had only been used in strict adherence to the operating instructions supplied. This guarantee does not cover any damages resulting from connecting the appliance to a power supply different from 230 Volts A.C to 240 Volts A.C, or from subjecting it to misuse, neglect, or accidents. Electrical products must be earthed and where applicable, original upgrades and consumables manufactured or approved by the same company must be used or this guarantee will be rendered void. Furthermore this guarantee does not cover any products which are tampered with, or any attempt whatsoever is made to open, modify or repair the product, other than by Tabone Computer Centre Limited. This includes tampering with the products, the Serial Number and/or the brand name, will invalidate the warranty.

In case any repairs are necessary, the product should be returned directly to Tabone Computer Centre Limited Service Centre, at the original purchaser's own cost and risk together with the proof of purchase.

Tabone Computer Centre Limited liability is strictly limited to the repair or exchange of defective parts and will in no way be answerable for any contingent or consequential loss or damage, arising from such defects or repairs thereof.

All software Products are supplied "as is", and the sole obligation of Tabone Computer Centre Limited in connection with the supply of software Products, is to use all reasonable endeavour to obtain and supply a corrected version from the manufacturer concerned. This applies also to software pre-installed on a hardware product.

Except as already specifically set out, Tabone Computer Centre Limited disclaims and excludes all other warranties, whether express or implied, be statute or otherwise, including but not limited to, the warranties of description, design, merchantability and fitness for a particular purpose, or arising from any previous course of dealing, usage or trade practice.

#### **LAPTOP, TABLET AND PC'S WARRANTY COVERGARE (DYNABOOK TOSHIBA and CHUWI)**

This Limited Warranty is only applicable in countries listed at the end of this and not applicable to any Original Purchase outside this Territory. Software distributed by laptops with or without the brand (including but not limited to System software) and any hardware product not manufactured by or for the laptop brand is not covered by this Limited Warranty. The laptop manufacturer's only obligations with respect to software distributed by Tabone computer Centre Limited under the laptop brand name are set forth in the applicable end-user license or program license agreement between you and the software developer/supplier.

Tabone Computer Centre Limited will, at its option, repair or replace any defective Systems or parts thereof covered by this warranty with new or factory refurbished parts or systems that are equal to new products in performance. This Limited Warranty covers the costs of service, parts and labour required to restore your System to full working order. All exchanged parts and Systems replaced under this warranty will become the property of Tabone Computer Centre Limited.

#### **LAPTOP, TABLET AND PC'S WARRANTY EXCLUSIONS**

This Limited Warranty does not apply to:

- Defects caused by normal wear and tear including the fair wear of consumable parts, i.e. parts that require periodic replacement during the normal course of the System's usage (e.g. batteries);
- Breaks, tears, scratches, dents, scratched or faded covers or plastics and broken ports or any other cosmetic damage;
- Defective or discoloured keyboards or keycaps if the damages are caused by fluids, dirt, missing keys, broken plastic parts or improper use;
- Damage caused by use with another product;
- Use of the System other than for its normal intended use, including, without limitation, failure to use the System in accordance with the user's manual that accompanies the System;
- Damage caused by accident, abuse, contamination, misuse, viruses, liquid contact, fire, earthquake, improper or inadequate maintenance or calibration, negligence to the system or other external causes;
- Environmental damages and/or defects resulting from smoke, dust, dirt, carbon black or other external influences;
- A Laptop that has been modified to alter functionality or capability without the written permission of Tabone Computer Centre Limited;
- The serial number has been removed, damaged, rendered defective or made illegible;
- Modification of the system including defects caused by use of parts not manufactured and/or sold by Toshiba/Dynabook or Chuwi;
- Improper installation of third-party products (e.g. memory cards);
- Displays that show breaks, scratches, dents, liquids or any other damage resulting from improper use of the display;
- Minor pixel defects of LCD displays occurring in Systems equipped with LCD display technology. For more information on defective LCD displays, please have a look at the "LCD Pixel Policy"-section;
- Damages resulting from improper transportation or packing when returning the System to Tabone Computer Centre Limited;
- Issues resulting from parts intended for one System having been installed in another System of different make or model;

- Damages caused by services/repairs or other modifications to the System carried out by anyone other than Tabone Computer Centre Limited (or a Dynabook Authorised Service Provider for Dynabook Toshiba Laptops);
- Damages caused by self-repair or by performing an exchange of Non CRU parts on your own;
- Defective hardware components (e.g. hard drive) that result from misuse of the System;
- Any preinstalled software, its quality, performance, merchantability or suitability for a particular purpose;
- The loss of or damage to any program, data or removable storage media and/or any software program, whether provided with the System or installed subsequently;
- This Limited Warranty does not cover any laptop accessories. In case of failure, please refer to the accessories limited warranties' terms and conditions. If the System is not entitled to this Limited Warranty due to one or more of the reasons mentioned above, Tabone Computer Centre Limited can still offer a repair, if requested by the customer. Please note that in this case Tabone Computer Centre Limited may charge the end-user for parts, labour and expenses. Furthermore, Tabone Computer Centre Limited reserves the right to charge the customer for the preparation of the cost estimate if the customer culpable raised a claim under this Limited Warranty which in fact is not covered by it. In such case and to the extent permitted by applicable law, Tabone Computer Centre Limited reserves the right to retain the System until such time until the customer pays the costs of preparing the cost estimate.

#### **LAPTOP, TABLET AND PC'S SOFTWARE**

Tabone Computer Centre Limited supplies no warranty, either expressed or implied, for any preinstalled software, its quality, performance, merchantability, or fitness for a particular purpose. Nor does Tabone Computer Centre Limited warrant that the functions contained in the software will meet your requirements or that the operation of the software will be uninterrupted or error-free. As a result, unless otherwise stated in writing, the software is sold "AS IS". Tabone Computer Centre Limited is not responsible for any interoperability or compatibility issues that may arise when products, software or options or configurations not supported by the laptop are used.

#### **LCD PIXEL POLICY**

All laptop LCD displays are either built with the state of the art Thin Film Transistor (TFT) or with the ultra-bright Clear Super View (CSV) technology. To avoid disruptive pixel faults, the production of LCD displays is subject to careful quality controls that are based on the strict ISO 9241-307 (Fault Class II) standard. The table below indicates the maximum permissible number and type of pixel

fault that your laptop LCD display can exhibit. If you discover more pixel faults, regardless of whether they are of types I, II or III, you are entitled to make a warranty claim. In such cases, please contact us in order to make a warranty claim.

Please refer to the chart below to find the maximum permissible number your laptop LCD display can exhibit:

Screen models	Resolution	Number of Pixels	Pixel Fault Type I constantly bright pixel	Pixel Fault Type II constantly dark pixel	Pixel Type III constantly sub pixel
WSVGA	(1024x600)	614400	2	2	2
XGA	(1024x768)	786432	2	2	3
WXGA	(1280x768)	983040	2	2	4
WXGA	(1280x800)	1024000	3	3	4
SXGA	(1280x1024)	1310720	3	3	5
HD	(1366x768)	1049088	3	3	4
SXGA+	(1400x1050)	1470000	3	3	6
WXGA	(1440x900)	1296000	3	3	5
HD+	(1600x900)	1440000	3	3	6
UXGA	(1600x1200)	1920000	4	4	8
HD+	(1680x945)	1587600	4	4	6
WSXGA	(1680x1050)	1764000	4	4	7
FHD	(1920x1080)	2073600	5	5	8
WUXGA	(1920x1200)	2304000	5	5	9
WQXGA	(2560 x 1600)	4096000	8	8	15

## CUSTOMER OBLIGATIONS

Before returning any unit for service, be sure to back up data and remove any confidential proprietary or personal information. You are responsible for saving (backing up) any programs, recovery media, data or removable storage media as well as for the restoration or reinstallation of any programs or data other than software installed by the manufacturer when the System is manufactured. In relation to the System submitted for warranty services, Tabone Computer Centre Limited may opt to either repair the System or replace the System with a manufactured system of equal quality, and, thus, any data stored by you on your original System may become permanently inaccessible to you. If your System was supplied with a recovery medium, please note that it is important to keep it in a safe place as you may not claim further recovery media and you are responsible for backing up the medium. If your System was supplied with a system recovery option, it is important to copy the feature preinstalled on your hard disk to either a CD or DVD medium and keep it in a safe place. Please refer to the User's Manual for further information. In case of Systems

with no preinstalled Software, please note that no recovery media or system recovery options are included. Depending on the choice of Operation System only limited feature functionality might be available. Any errors or malfunction resulting out of the installation of an Operation System are not covered by this warranty.

#### **OBTAINING WARRANTY SERVICE**

Your laptop includes a Carry-in warranty service. In case an issue arises, the laptop must be brought in at Tabone Computer Centre Limited, Old Railway Track, Santa Venera, Malta.

#### **ADDITIONAL COSTS**

Tabone Computer Centre Limited is not liable for any transport, delivery or insurance costs, import duties, taxes, licensing fees relating to the Product spare parts and any charges from telephone communications as consequence of the failure of the System.

#### **LIMITATION OF LIABILITY**

To the extent allowed by applicable law, Tabone Computer Centre Limited shall not be liable for merchantability, fitness for a particular purpose of the System. To the extent permitted by applicable law, in no event shall Tabone Computer Centre Limited be liable for (1) damage to, or loss or corruption of records, programs, data or removable storage media, or (2) any damages whatsoever (including direct or indirect damages, loss of business profits, lost savings or other special, incidental, exemplary or consequential damages) arising out of or resulting from the use of or inability to use the Systems or parts thereof and/or the enclosed written materials, even if Tabone Computer Centre Limited have been advised of the possibility of such damages. To the extent permitted by applicable law, any liability of Tabone Computer Centre Limited shall be limited to the purchase price of the System. The above exclusions and limitations of liability shall not apply for damages resulting from demonstrated product liability, especially for damages such as injuries to life, body or health.

#### **COUNTRY COVERAGE**

Dynabook Toshiba Laptops are covered by covered by local Warranty, provided by Tabone Computer Centre Limited and by EMEA Warranty:

This EMEA Limited Warranty applies to Systems purchased in the following countries: Austria, Bahrain, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Cameroon, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Guinea, Hungary, Iceland, Ireland, Israel, Italy, Ivory Coast, Jordan, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg,

Macedonia, Madagascar, Mali, Malta, Montenegro, Netherlands, Niger, Norway, Oman, Poland, Portugal, Qatar, Romania, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia, Spain, South Africa, Sweden, Switzerland, Tunisia, Turkey, United Arab Emirates and the United Kingdom.

Chuwi Laptops are covered by Warranty in Malta only, provided by Tabone Computer Centre Limited.

#### **OFFICE FURNITURE WARRANTY**

All furniture is warranted from structural defects. Normal shrinkage, swelling, hairline cracks and minor warping of wide board furniture to a minor degree are to be expected and are not a structural defect and are therefore not covered. We try to match grain patterns. But due to a variety of different influences that affect individual trees, variations will occur and will be evident in your furniture to varying degrees. A variation in grain pattern is not considered defective and is not reason for return/store credit. We will repair/replace furniture found to be defective due to structural problems within one year of delivery. We will first inspect the furniture to determine whether problem is structural or damaged. There are no other warranties either expressed or implied.

#### **THE LEGAL GUARANTEE**

The law (European directive 1999/44/EC) provides that products purchased by customers must be as described by Tabone Computer Centre Limited, fit for the purpose and have the qualities and performance which are normally found in products of the same type. If this is not the case, customers can ask for a free of charge remedy. The time-limit for the free remedy is two years from the date of purchase.

The two-year period starts from the day you received the product, so you should therefore always keep your sales receipts. The legal guarantee is valid for a period of two years. But there are certain conditions:

The legal guarantee covers any defects presumed to have existed at the time of delivery and which become apparent within a period of two years. However, the crucial period is the first six months after you bought your product. If there are no latent/ hidden defects within the first six month period, the two year legal guarantee will not be triggered. During the first six months, if the product is defective, it will be considered as a latent defect, unless this presumption is incompatible with the



nature of the goods or the nature of the lack of conformity This would trigger the two year legal warranty, unless we do not prove otherwise.

The remedies provided in the legal guarantee are:

- Repair
- Replacement
- Part or full refund

Customers would not be entitled for these remedies if the defect in the product is the result of some kind of misuse.