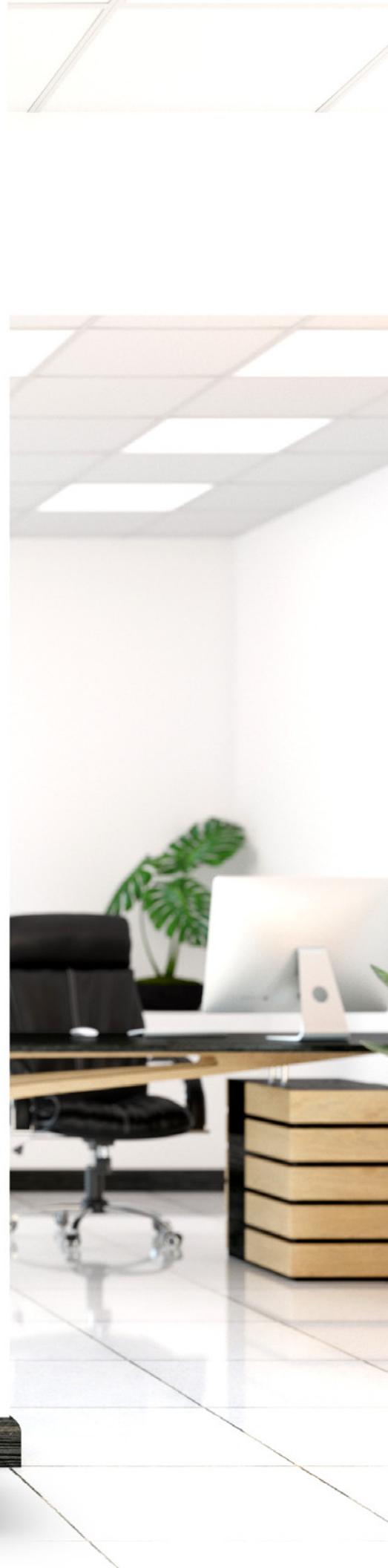


**TOSHIBA**

**COMMITTED TO  
THE HIGHEST QUALITY**



# TOSHIBA'S QUALITY COMMITMENT GUARANTEE

The Toshiba Quality Commitment is our guarantee that you're getting the utmost in advanced technology, dependability, service and support. Toshiba stands squarely behind our promise with the assurance of complete satisfaction. Everything we do contributes to that goal—from setting the industry standard for research and development, to providing timely access to Toshiba support personnel. Look around. Toshiba sets the standard, with quality guaranteed.

## TOSHIBA'S RELIABILITY KNOWN ALL OVER THE WORLD



### **\$50 BILLION STRONG**

You have the confidence of a guarantee backed by the powerful resources of Toshiba Corporation. Fortune's Global 500 issue ranks Toshiba among the top largest companies in the world.



### **AWARD-WINNING PRODUCTS & SERVICE**

Toshiba has received over 100 awards from Keypoint Intelligence, Office Products Analyst and Better Buys for Business, confirming our commitment to quality.



### **ISO 14001 CERTIFIED MANUFACTURING FACILITIES**

Quality – it's always our top priority. Toshiba strives to receive the highest level of certification possible.



### **MANUFACTURER OF THE YEAR**

Named the most favored manufacturer 14 times by the Business Technology Association (BTA). And named copier manufacturer of the year nine times by Marketing Research Consultants, Inc.



### **SIX SIGMA**

Toshiba uses Six Sigma methodology to ensure the highest product quality, increased customer satisfaction and faster reaction to changing markets.



### **RESEARCH & DEVELOPMENT**

Toshiba Tec Corporation's expenditures are over 5% of its annual revenue.



### **TECHNICAL SUPPORT**

Toshiba products are backed by a nationwide network of factory-trained and certified community-based personnel.



# NO FINE PRINT. NO STRINGS ATTACHED.

The Toshiba Quality Commitment is the guarantee you will probably never have to use. We demand unparalleled performance from our products. So, it follows that we offer you the same in our guarantee. Read it and see for yourself. There's no small print...no disclaimers. Just our commitment to deliver the quality you've come to expect from one of the industry's most highly acclaimed leader in copiers, printers and thermal barcode printers. Toshiba...quality guaranteed.

## HERE'S HOW THE GUARANTEE WORKS

### FREE REPLACEMENT

If your new Toshiba-manufactured copier, facsimile, printer, thermal barcode printer or its accessories do not operate within Toshiba's product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, Toshiba will replace the copier, facsimile, printer, thermal barcode printer or accessory at no charge with a model of equal or better features and specifications.

### FREE LOANER

If your new Toshiba manufactured copier, facsimile, printer or thermal barcode printer is out-of-service more than two (2) consecutive business days after notifying your Authorized Toshiba Servicing Dealer or requires off-site service, a loaner copier, facsimile, printer or thermal barcode printer will be provided by the Authorized Toshiba Servicing Dealer at no additional charge.

### TERM OF PROGRAM

The term of this program is: a) for new purchased equipment, three years from equipment installation date or maximum number of copies as stated in the product specifications, whichever occurs first; or b) for new leased or rental equipment, three years or the length of the original lease starting from the equipment installation date, whichever is longer.





## TERMS & CONDITIONS

This program applies only to new Toshiba-manufactured copier, facsimile, printer, thermal barcode printer, equipment and/or accessories acquired by customers from Toshiba America Business Solutions or an Authorized Toshiba Dealer on or after April 1, 2004, on condition that the equipment: a) was continuously maintained under a full service maintenance agreement provided by an Authorized Toshiba Dealer; and b) only genuine Toshiba parts and consumable supplies are used in the maintenance and operation of the equipment. This program is non-transferable. Equipment damaged or destroyed because of customer's negligence, misuse or abuse, improper electrical power or an act of God are not covered under this program. If an Authorized Toshiba Servicing Dealer is not available to fulfill the terms of this program, TABS will resolve any program issues within a reasonable period of time. No modification or extension of this program is effective unless it is in writing and signed by the Vice President and General Manager, Electronic Imaging Division.

First, notify your Authorized Toshiba Servicing Dealer of the problem. If your Toshiba-manufactured copier, facsimile, printer, thermal barcode printer or its accessories do not operate within TABS' product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, send a certified letter documenting your problem and a copy of the dated sales receipt to:

TOSHIBA AMERICA BUSINESS SOLUTIONS, INC., Electronic Imaging Division, Director of Field Service,  
25530 Commercentre Drive, Lake Forest, CA 92630

