

Toshiba's Projector Exchange Program

Get next business day replacement units with Toshiba's new **Projector Exchange Program** that's designed to provide projector Pro Audio Video (Pro AV) Resellers the peace of mind that comes with our commitment to offering quality projector products. Toshiba has a one year Projector Exchange Program for current Toshiba XGA models (a list can be found on www.sell.toshiba.com) which runs concurrently with the first year of the standard limited warranty on the Toshiba projector. This program is offered free of charge to Toshiba's Pro AV Resellers within the United States who are enrolled in Toshiba's Preferred Partner Program.

In the event that the projector does not operate properly, it is reassuring to know that a team of knowledgeable support professionals is just a phone call away. Should a replacement projector become necessary, Toshiba's Projector Exchange Program helps ensure that a working replacement unit is shipped to you or your customer within 24 business hours after warranty verification for overnight, next business day delivery (when and where available).

When the projector is exchanged, the remaining warranty coverage transfers to the replacement projector. This program is subject to product availability. If projector is exchanged for any other reason or if the unit is physically damaged (customer caused damage) due to customer neglect or abuse, replacement charges may apply.

It takes three easy steps:

1. Call toll-free: 866-377-7327 or e-mail your request to projectorexchange@tais.toshiba.com and the projector exchange technical support team will work to resolve the projector problem over the phone. If it can't be resolved, you'll receive instructions for shipment of the non-working projector to Toshiba.
2. Fill out [Toshiba's Exchange Program Request Form](#) with the serial number of the projector.
3. Fax or e-mail to: 858-726-0193 projectorexchange@tais.toshiba.com along with a credit card number or a company purchase order as security until the non-working projector is returned in good condition.

Be sure to enroll in Preferred Partner Program to take advantage of this program! Full terms and conditions can found on www.sell.toshiba.com.

Toshiba Projector Exchange Program Request Form

Please fax or e-mail this form to
Projector Exchange Program
Fax: (858) 726-0193
E-mail: projectorexchange@tais.toshiba.com

ENTITLEMENT CODE # FROM TOSHIBA (office use only):

REQUEST DATE:

TIME:

Please fill out the white boxes below with your contact, credit card and projector information

BILLING ADDRESS (Address to where Credit Card statement is sent to)	SHIPPING ADDRESS
COMPANY	COMPANY
CONTACT	CONTACT
ADDRESS	ADDRESS
PHONE	PHONE
E-MAIL	E-MAIL
FAX	FAX

If Next Business Day Replacement is applicable, we will make reasonable efforts to provide it no later than the next business day. Customer's request for service must be placed by 2:00 PM Pacific Time (excluding weekends and holidays). Instructions and prepaid shipping label for shipment of the projector back to Toshiba will be provided.

PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION ON THE PROJECTOR BEING EXCHANGED:

MODEL: SERIAL NUMBER: DATE OF PURCHASE:

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

- A. **IMPORTANT:** Remove projector lamp (exchange projector is not supplied with lamp) before shipment.
- B. Remove any accessory lenses, PC wireless cards, cables, manuals, remotes, CD and any options that came with your original projector. Toshiba will not be responsible for any additional hardware or software that accompanies returning projector.
- C. Customer is responsible for properly and safely packing and shipping the original projector to Toshiba within ten (10) business days after Customer's receipt of the replacement projector according to the instructions provided. If the projector is not received back within ten (10) business days, or item arrives damaged, credit card will be charged at Toshiba's current MSRP – this pricing information can be found at : www.explore.toshiba.com

PLEASE INCLUDE CASE # PROVIDED BY TOSHIBA ON THE BOX WHEN YOU RETURN UNIT TO US.

- D. Return unit to: TOSHIBA PROJECTOR EXCHANGE PROGRAM, 12720 DANIELSON COURT, POWAY, CA 92064

Questions? Please contact our Customer Support Team at (866) 377-7327 Toll free

Exchange forms missing credit card information will not be processed

CREDIT CARD TYPE AMERICAN EXPRESS VISA MASTERCARD
(circle one)

CREDIT CARD NUMBER EXPIRATION DATE

CREDIT CARD HOLDER'S NAME SECURITY CODE

Signature acknowledges that you agree to the attached Terms & Conditions of this program

Name:

Date:

EXCHANGE PROJECTOR INFORMATION (office use only)

MODEL	SALES ORDER # IN NL:
SERIAL NUMBER	CASE FOR ORIGINAL UNIT'S RETURN:

Toshiba Projector Exchange Program Terms and Conditions

1. The Digital Products Division of Toshiba America Information Systems, Inc. ("TAIS") reserves the right to modify or withdraw the Toshiba Projector Exchange Program ("Program") at any time.
2. Program is made available to TAIS authorized Projector Pro Audio Video ("Pro-AV") Resellers who are enrolled in the Preferred Partner Program and the Pro-AV Reseller's end-user customers ("Customers").
3. This Program is a (1) one year projector exchange program for XGA projector models ("Eligible Projectors") which runs concurrently with the first year of the standard limited warranty on the Eligible Projector. Program is offered free of charge to TAIS's Pro-AV Resellers and their Customers. Eligible Projectors can be located on sell.toshiba.com.
4. The term for projector exchange coverage on any Eligible Projector is one (1) year from the original date of purchase.
5. The Program is a next business day (when and where available) projector exchange program designed to provide Pro-AV Resellers and their Customers a replacement projector if Toshiba's projector customer support, (866)-377-7327, determines an Eligible Projector should be replaced.
6. If a replacement unit is determined to be warranted, Pro-AV Reseller or their Customer is required to fully complete the Toshiba Exchange Program Request Form ("Exchange Request") which includes the projector model number; serial number; and as security to ensure the prompt return of the replacement projector, a credit card (VISA, MasterCard or American Express) number.
7. Toshiba Projector Exchange Program Request Form should be faxed to (858) 726-0193 or email to projectorexchange@tais.toshiba.com
8. TAIS will make reasonable efforts to provide a replacement projector no later than the next business day as long as Exchange Request is provided by 2:00 PM Pacific Time (excluding weekends and holidays).
9. Pro AV Reseller or Customer is required to remove the projector lamp (exchange projector is not supplied with lamp), accessory lenses, PC wireless cards, cables, manuals, remotes, CD and any options that came with the projector before shipment. TAIS will not be responsible for any additional hardware or software that accompanies returning projector.
10. Pro-AV Reseller or Customer is responsible for properly and safely packing and shipping the original projector within ten (10) business days after receipt of the replacement projector.

Projector Shipping Information:

Toshiba Projector Exchange Program
12720 Danielson Court
Poway, CA 92064

11. TAIS reserves the right to charge the credit card number provided on the Exchange Request at the current Eligible Projector Manufacturer's Suggested Retail Price (MSRP) if Eligible Projector is not returned within (10) ten business days. TAIS may also charge the credit card number for the standard repair cost if the original projector is physically damaged due to customer neglect or abuse, or requires repairs not covered by the Standard Limited Warranty on the projector. Eligible Projector MSRP can be found at explore.toshiba.com.
12. Return instructions and prepaid shipping label for shipment of the original projector will be provided.
13. The replacement product is warranted for thirty (30) days or the remainder of the term of the limited warranty on the original product, whichever is longer. TAIS reserves the right to use reconditioned replacement product that is equivalent or superior to original factory specifications. Projector replaced under this Program shall become the property of TAIS.

14. The terms and conditions of the limited warranty supplied with the original projector shall apply to this Program and the services provided by TAIS and its Pro-AV resellers under this program,
15. Program is valid in the U.S. and for products purchased and sold in the U.S. only. TAIS and its affiliates are not responsible for any damages, taxes or expenses incurred as a result of this Program. All other Preferred Partner Program Terms and Conditions apply to this Program.

Questions concerning the Program: call toll-free at 866-377-7327 or e-mail projectorexchange@tais.toshiba.com