

EXTENDED WARRANTY



EXTRAORDINARY FOR THE LONG HAUL.

OVERVIEW - Panasonic's Extended Warranty provides your Toughbook® computers with up to an additional two years of Panasonic's excellent Standard Warranty coverage. All Panasonic Toughbook laptops come with our 3-Year Limited Standard Warranty. With our Extended Warranty, Panasonic offers coverage extensions for Toughbook laptops that will be in use past the expiration of the original Standard Warranty. This warranty makes it easy for your organization to keep Toughbook PCs in the field longer. The Extended Warranty program covers all repair issues in the exact same manner as the Standard Warranty.

WARRANTY BENEFITS

- Reduce the turnaround time for your Toughbook laptop repairs.
- Keep your mobile workforce productive by streamlining the repair process.
- Reduce administrative costs caused by out-of-warranty repairs and shipping charges.
- Enhance your organization's budget management process.



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TERRITORIAL SUPPLIES, INC.
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EXTENDED WARRANTY

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Warranty Description

All system components are covered under the Extended Warranty, except consumable items such as batteries, screen protectors, etc. This warranty requires that a complete list of model numbers and serial numbers be submitted at the time of purchase.

This warranty covers all repairs in the exact same manner as the Standard Warranty: it covers failures due to defects in materials or workmanship that occur during normal use. It does not cover damage that occurs in shipment; failures that are caused by software or virus issues; operational systems or application corruptions; products not supplied by Panasonic; failures that result from installation, alteration, accident, misuse, introduction of liquid or other foreign matter into the unit and damage that is attributable to acts of God, abuse and neglect.

Additionally, improper maintenance, modification or service by any party other than our National Service Center or a Panasonic Authorized Service Provider will result in out-of-warranty status. A full explanation of the terms and conditions for our Limited Standard Warranty is contained in the owner's manual provided with every Toughbook computer.

Warranty Procedures

- Your organization's user initiates the in-warranty repair of a Toughbook laptop by calling the Panasonic Technical Support hotline at 1.800.LAPTOP5, which is available 24 hours a day, 365 days a year.
- A Panasonic representative will work with your user to determine warranty coverage and the source of the problem. If it is determined that either a replacement part or service is required, our representative will request the following information:
 - Name
 - Address
 - Unit model and serial number
 - Date of failure
 - Description of problem
- If it is determined your Toughbook laptop is in-warranty and requires shipment to our National Service Center, you will be provided with an authorization number and shipping information to send the unit to us by next-business-day delivery at no charge within the United States.
- Our National Service Center will diagnose and repair your unit. Your Toughbook computer will then be returned via next-business-day delivery from our National Service Center at no charge within the United States.

Pricing Information

Pricing for Extended Warranty coverage is based on either one-year or two-year extensions. This coverage must be purchased as part of the original Toughbook computer sale.

SKU	DESCRIPTION	PRICE*
CF-SVCLTEXT1Y	1-Year Extension (Year 4)	\$280 ea.
CF-SVCLTEXT2Y	2-Year Extension (Years 4 & 5)	\$420 ea.

*Specifications and prices subject to change without notice.

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