

RMA Manual - Toshiba SSD Procedures

RMA - Abbreviation for "Return Merchandise Authorization".

Toshiba SSD disk warranty depends on the model, which varies from one to three years depending on the model (P/N - Part Number).

End User and Reseller Warranty

Copy the P/N (model) and S/N (serial number) on the label of your SSD and check it. If your product is under warranty, you must complete the RMA form and also your personal data. Print the RMA to be shipped with the product and the shipping label that must be pasted into the packaging of the product to be shipped.

End user is considered non-taxpayer by SEFAZ, so the technical assistance should generate an incoming invoice on behalf of the customer. In that case, you must attach a copy of the Identity Card or Driver's License that contains your CPF (Tax ID).

Reseller is a contributor to Sefaz and therefore must send a Nota Fiscal together with the product sent. Under the tax rules, please send the file Danfe to e-mail: toshiba@storageservices.com or attach the documents to the attach icon on our website.

Failure to follow the procedures may cause delay in the warranty process.

All products received will pass through the VMI (Visual Mechanical Inspection). Please read in the Guidance section: CID (Customer Induced Defect) and Packing Instructions. Products that are not in compliance will be returned as "Out of Warranty".

All products will be tested with Toshiba tests. Products that are not defective (NTF - no problem found) will be returned to the customer.

Defective products will be exchanged for another equal, equivalent or superior.

End User

After generating your Toshiba RMA, please send along with your product the signed RMA and copy of the CPF to the address below:

Recipient Information:

STORAGE SERVICES INFORMATICA E SERVICOS - EIRELI

RUA CAPOTE VALENTE, 1451 - PINHEIROS - SÃO PAULO - SP

CEP: 05409-003

CORPORATE

After generating your Toshiba RMA, please send along with your product, the signed RMA and Nota Fiscal, as shown below:

Recipient Information:

STORAGE SERVICES INFORMATICA E SERVICOS - EIRELI

RUA CAPOTE VALENTE, 1451 - PINHEIROS

SAO PAULO-SP

CEP: 05409-003

CNPJ = 15.511.089 / 0001-28

I.E. = 145,257,057,116

Nature of Operation = SHIPMENT FOR WARRANTY EXCHANGE

CFOP = 6949 (client outside of São Paulo) or CFOP = 5949 (client of São Paulo)

Sending XML file to email = simone@storageservices.com.br