

Toshiba Hard Disk Drive Packaging Policy

Packaging policy

The Toshiba Hard Disk Drive product consists of delicate mechanisms employing very fine engineering tolerances and electrically sensitive devices that can easily be damaged, hence due care is required during normal installation or removal as well as during transportation.

To safeguard against any damage that may unnecessarily invalidate your warranty claim while the product is in transit for warranty service, it is important that you adhere to the following instructions when returning the product.

All foreign labels or stickers must be removed from the product. Products with foreign labels will be rejected (example - reseller warranty stickers or other non Toshiba labels, etc)

All mounting attachments or rails must be removed before the product is returned. If fitted, they will not be returned

Toshiba initially supplied the hard disk product in an anti-static bag to safeguard against electrostatic damage; please place each product in an anti-static bag when returning faulty product

All products should be returned in their original shipping carton

When the original carton is not available, the preferred method is the use of foam inserts to enclose the product completely on all surfaces with 2in or 5cm foam per surface

If foam inserts are not available, it is acceptable to use bubble wrap. Several layers of bubble wrap may have to be used to build up a minimum of 2in or 5cm wraps per surface

The use of padded postal bags, foam peanuts, paper or shredded paper packing filler material is strictly prohibited, as these will not support, stabilize or provide protection to the product while in transit and will invalidate the drives warranty.

The product must be adequately supported on ALL sides and not placed loosely inside the carton

The RMA number must be clearly marked on the outside of the shipping carton

Any delivered product that does not conform to this packaging policy will be rejected

Your co-operation in these matters will enable Toshiba to reduce the turn-around time for your warranty claim and will also provide Toshiba with better and more reliable failure information of the product, resulting in higher quality products and superior product support.

When returning the product for warranty please familiarize yourself with and adhere to the Limited Warranty, Warranty Exclusions, Returns and Packaging Policy, otherwise your warranty claim may be invalidated.

Examples of acceptable packaging.

In sturdy carton and protected from physical and electrical damage



Examples of unacceptable return packaging.
Inadequate physical or electrical protection provided

