

RMA Manual - Toshiba Hard Drive Procedures

RMA - Abbreviation for "Return Merchandise Authorization"

Toshiba disc warranty depends on the model, which varies from one to three years depending on the model (P/N - Part Number). On Hard Disks, there are two lists of P/N for internal hard disk models - the distribution channel and the the specific models for OEMs that should use the Pre-RMA system. External disks have a covered warranty in both cases.

Warranty for End User and Reseller (HDDs for Distribution)

The customer fill the Tax ID (CPF for personal and CNPJ for Corporate) for verify the type of RMA to be generated. For OEM HDDs are only for customers previously registered by Toshiba. Fill the P/N (model) and S/N (serial number) on the label of your hard disk 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 tax contributor according to Sefaz and therefore must send a Nota Fiscal (Invoice) 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 = REFERRAL 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

Warranty for Direct and Indirect Customers (All Models included OEM HDD P/N)

The Toshiba warranty process for credit (included OEM P/N) is only given to Toshiba Direct Partners (OEMs, distributors and sub-distributors) - Direct Customer and Indirect Customer must be previously registered. These customers can also include the external and internal distribution HDDs. This process of Pre-RMA is through by credit and does not involve any product exchange.

Direct Customer is the customer who purchases directly from Toshiba and who will receive the credit amount in their current bank account. Indirect Customer is the customer that purchases from a Direct Customer and who must negotiate directly with the customer after receiving the credit amount.

When clicking on the HDD icon, the customer must fill out the CNPJ and it will be directed to the Pre-RMA process (customers registered for credit).

Direct Clients and Indirect Clients shall complete the list of serial numbers (S/N) and submit to the approval of the defective disks. Toshiba will identify for each listed unit the respective Direct Customer (if any) and verify the warranty. The iRMA system will generate an RMA for each Direct Customer on which the products were originally purchased.

1 - Submit the Pre-RMA worksheet in the iRMA with all serial numbers filled for approval by Toshiba.

2 - Upon authorization of Toshiba and each of the Direct Customers involved, the Indirect Customer will receive the approved RMAs and also the list of units rejected out of warranty.

3 - The client sends the approved units in the RMA (s) with an NFe to the Storage Services under the CFOP for "Shipment for Repair".

3 - Storage Services will perform the VMI (Visual Mechanical Inspection) inspection and test the disks. NDF (non-defective) and OOW (out of warranty) discs will be returned to the

customer with a NFe "Shipment Return for Repair" (invoice).

4 - Storage Services will retain defective disks to avoid freight costs and issue a NFe "Repair Return from Repair" will be sent by e-mail to the customer.

5 - To authorize Toshiba to credit the partner, Storage Services shall receive from the customer an "Equivalent Tax Document, in order to proceed with the In order to equalize tax operations, with regard to the products that will be sent for scrapping, we request the issuance of an "Equivalent Tax Document", since it is prohibited to issue an Invoice, since the electronic scrap is not considered as a commodity according to SEFAZ. Additional products: products with no commercial value / electronic waste for scrapping. Based under the terms of the answer to query nº 549/1999 - customers must reverse the IPI / ICMS credits they have in their tax form referring to these products. For distributors who do not have a physical entity incorporated in Brazil, it is recommended that a document be issued similar to an Invoice "Tax Equivalent Document" in which the exit of the defective products is configured without repair of the holding company. Storage Services will act as an intermediary in this situation as its purpose is to take such products for recycling according to the Solid Waste Act, in which the manufacturer or his representative is responsible for their disposal at no cost to the customer. What will determine if the products will be accompanied by Invoice or equivalent document is the value given to products, products with no commercial value can not be accompanied by Nota Fiscal. This equivalent document will not be used in the tax form of the Storage Service, it will only serve to record the transfer of ownership of the products as well as the responsibility for the destination of the material. Attached is the document template that should be on company letterhead and should be stamped and signed by the person in charge.

6 - As soon as Storage Services receives this equivalent ownership transfer document, it is issuing a confirmation of the disks eligible for the transfer. credit for Toshiba. Toshiba will give the corresponding credit through "Credito Memo" directly to the Direct Customer.

7 - For Indirect Customers, but who do not buy directly from Toshiba, they will only receive the Direct Customer's "Credit Memo" number. The final set-up is done directly between the Direct Customer and the Indirect Customer.

Data for issuing the Invoice:

After receiving the signed Toshiba RMA that must be sent together with the Invoice, as shown below:

Receiver Data:

STORAGE SERVICES INFORMATICA E SERVICOS – EIRELI

RUA CAPOTE VALENTE, 1451 - PINHEIROSÃO PAULO – SP – ZIP CODE: 05409-003

Federal Tax ID: CNPJ = 15.511.089 / 0001-28

State Tax ID: I.E. = 145.257.057.116

Nature of the Operation = Shipment for Repair

CFOP = 6915 (client outside of São Paulo) or CFOP = 5195 (São Paulo client)

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

In annex the model of Document Transfer Tax Equivalent.