

RMA Manual - Toshiba Pen Drives and Memories Procedures

RMA - Abbreviation for "Return Merchandise Authorization".

Toshiba disc warranty depends on the model, usually it have five years warranty.

End User and Reseller Warranty

Select in the dropbox the model of your product and fill the number of the lot number printed on the product 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. Attach a copy of your Purchase Invoice.

End user is considered non-tax payer by SEFAZ, so the service center 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). Products can not present physical damage caused by customers. 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