

NON WARRANTY SERVICE

Logging a Panasonic Toughbook™ Service Call



Thank you for choosing Panasonic Toughbook™. On the rare occasion that your unit requires servicing outside of warranty the following procedure should be followed.

Before calling or logging a service at the Toughbook™ service centre,

The following information will be required and should be available prior to booking or inquiring:

- a. The serial number - this is located on the bottom of the unit
- b. The model number - which is located above the serial number

Should you wish to discuss the problem or question whether the unit is a warranty or non warranty repair, You may call the Toughbook™ Service Centre on 1300 132 463.

What do I do?

1. Visit the following website, complete the form, (note by choosing accept and submit you will be accepting the terms and conditions outlined) and submit at <http://panasmart.com.au/service/>
2. A job number will be assigned by return email.
3. If a unit is received without agreeing to conditions, repair will not commence and may even be rejected. This will include Job#, packing instructions, and agreement.
Prior shipping your Toughbook™, ensure:-
 - a. Toughbook™ is packaged correctly in its original box. If the original box is not available, please ensure it is packaged safely. No responsibility will be taken for damaged goods incorrectly sent.
 - b. Before sending the Toughbook to the ASC for repair "It is the customer's responsibility to back up all data from the HDD, delete all sensitive and confidential information and data from the HDD.
 - c. If a problem is related to the HDD or the HDD has to be replaced, Panasonic will only reload the factory pre-installed software into the replacement HDD.
 - d. Panasonic or its ASC take no responsibility for loss of Data, Information or Software from the HDD.
4. The cost of shipping to and from the repair centre is borne by the customer.
5. Upon receiving your unit by courier by the service centre, the repair will have a target timeframe of 2-7 business days¹ for completion of repair and ready.
6. A diagnosis will be made, a quotation prepared which will be faxed or emailed to the contact person listed. Quotes must be accepted within two (2) weeks from date of quote. Quotes must be accepted via email or fax, verbal acceptance of the quote will not be processed.
7. Repair order will commence on receipt of approval and on completion, payment in full will be required before goods leave our warehouse. If goods are not paid for in 60 days, we may sell the goods, with notice to recover costs.
8. Return of repair is at customer cost.
9. The delivery of the unit will be dispatched to the address listed on the quotation (see ship to address) should this differ you will need to contact the Panasonic Repair Centre on 1300 132 463 on order to change dispatch location. Failure to do so will see the freight charges posted onto the client.

We would like to thank you for your support with Toughbook™.

Important Notes: Quotes must be accepted within 2 weeks from date of quotation.

A warehouse fee of \$50ex GST each month will be charged until completed, if no response to quotation, no payment or goods collected. This excludes part shortages.

Warehouse fees are charged at \$50 per month from the date the unit is received at Panasmart, the charges are added until the unit/s are collected or dispatched from Panasmart. This includes delays in customer approvals and payment for invoice due including warehouse charges.

Regards,
Panasonic Service Centre Team

¹ 2-7 business days turn around time is subject to parts, courier delivery and pickup as well as faults not being intermittent or software related. This is for Toughbooks™ under Panasonic Australia warranty. See warranty card for further details.

