

TOSHIBA
Don't copy. Lead.®

“DON'T COPY. LEAD.” IT'S NOT JUST A TAGLINE. IT'S HOW WE DO BUSINESS.

The Toshiba Quality Commitment Guarantee



IT'S THE ONE GUARANTEE YOU'LL PROBABLY NEVER USE.

The Toshiba Quality Commitment is the guarantee you will probably never have to use. We demand unparalleled performance from our products. So, it follows that we offer you the same in our guarantee. Read it and see for yourself. There's no small print...no disclaimers. Just our commitment to deliver the quality you've come to expect from one of the industry's most highly acclaimed leaders in copiers, facsimiles and printers. Toshiba...quality guaranteed.

Richard K. Taylor – CEO/President



TOSHIBA RELIABILITY. KNOWN THE WORLD OVER.

\$53 BILLION STRONG

You have the confidence of a guarantee backed by the powerful resources of Toshiba Corporation. *FORTUNE's* Global 500 Issue consistently ranks sales among the top 50 largest companies in the world.

AWARD-WINNING PRODUCTS

Toshiba has received over 100 awards from Buyers Laboratory Inc., Office Products Analyst and Better Buys For Business, confirming our commitment to quality.

ISO 9001 CERTIFIED MANUFACTURING FACILITIES

Quality—it's always our top priority. Toshiba strives to receive the highest level of certification possible.

MANUFACTURER OF THE YEAR

Named the most favored manufacturer in seven of the past eight years by the Business Technology Association (BTA). And named copier manufacturer of the year by Marketing Research Consultants, Inc.

SIX SIGMA

Toshiba uses Six Sigma methodology to ensure the highest product quality, increased customer satisfaction and faster reaction to changing markets.

RESEARCH & DEVELOPMENT

Toshiba's annual R&D expenditures are in excess of \$3 billion dollars.

TECHNICAL SUPPORT

Toshiba products are backed by a nationwide network of factory-trained and certified community-based personnel.

TOSHIBA'S QUALITY COMMITMENT GUARANTEE.

THE TOSHIBA QUALITY COMMITMENT IS OUR GUARANTEE THAT YOU'RE GETTING THE UTMOST IN ADVANCED TECHNOLOGY, DEPENDABILITY, SERVICE AND SUPPORT. TOSHIBA STANDS SQUARELY BEHIND OUR PROMISE WITH THE ASSURANCE OF COMPLETE SATISFACTION. EVERYTHING WE DO CONTRIBUTES TO THAT GOAL—FROM SETTING THE INDUSTRY STANDARD FOR RESEARCH AND DEVELOPMENT, TO PROVIDING INSTANT ACCESS TO TOSHIBA SUPPORT PERSONNEL. LOOK AROUND. NOTHING COMPARES TO TOSHIBA...QUALITY GUARANTEED.

NO FINE PRINT. NO STRINGS ATTACHED. HERE'S HOW THE GUARANTEE WORKS.

FREE REPLACEMENT

If your Copier, Facsimile, Printer or its accessories do not operate within TABS' product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, TABS will replace the Copier, Facsimile, Printer or accessory at no charge with a model of equal or better features and specifications.

FREE LOANER

If your Copier, Facsimile or Printer is out-of-service more than two (2) consecutive business days after notifying your Authorized Servicing Dealer or requires off-site service, a loaner Copier, Facsimile or Printer will be provided by the Authorized Servicing Toshiba Dealer at no additional charge.

TERM OF PROGRAM

The term of this program is: a) for purchased equipment, three years from equipment installation date or maximum number of copies as stated in the product specifications, whichever occurs first; or b) for leased or rental equipment, three years or the length of the original lease starting from the equipment installation date, whichever is longer.



TERMS & CONDITIONS.

This program applies only to new Copier, Facsimile, Printer equipment and/or accessories acquired by customers from TABS or an Authorized Toshiba Dealer on or after April 1, 1996, on condition that the equipment: a) was continuously maintained under a full service maintenance agreement provided by an Authorized Toshiba Dealer; and b) only genuine Toshiba parts and consumable supplies are used in the maintenance and operation of the equipment. This program is non-transferable. Equipment damaged or destroyed because of customer's negligence, misuse or abuse, improper electrical power or an act of God are not covered under this program. If an Authorized Toshiba Servicing Dealer is not available to fulfill the terms of this program, TABS will resolve any program issues within a reasonable period of time. No modification or extension of this program is effective unless it is in writing and signed by the Senior Vice President, Sales, Marketing & Business Operations Electronic Imaging Division.

First, notify your Authorized Servicing Toshiba Dealer of the problem. If your Copier, Facsimile, Printer or its accessories do not operate within TABS' product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, send a certified letter documenting your problem and a copy of the dated sales receipt to:

TOSHIBA AMERICA BUSINESS SOLUTIONS, INC., Electronic Imaging Division, Director of Field Service, 2 Musick, Irvine, CA 92618-1631



Corporate Office: 2 Musick, Irvine, California 92618-1631

East Coast: 959 Route 46 East, 5th Floor, Parsippany, New Jersey 07054 Tel: 973/316-2700 Fax: 973/263-2393

Midwest: 8770 W. Bryn Mawr Avenue, Suite 700, Chicago, Illinois 60631 Tel: 773/380-6000 Fax: 773/380-8077

South: 4855 Peachtree Industrial Blvd., Suite 210, Norcross, Georgia 30092-3024 Tel: 770/209-8540 Fax: 770/209-8556

West Coast: 142 Technology, Suite 150, Irvine, California 92618 Tel: 949/462-6262 Fax: 949/462-2700

Web Site: www.copiers.toshiba.com or www.fax.toshiba.com

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