

Assured Care Flex (Extended Warranty) Options FAQ:

1. Why offer Assured Care Flex?

This is an extended warranty offering that extends base warranty coverage on hardware to 3 or 5 years.

The retail point of sale competitive landscape has changed as more entrants in this space offer a warranty service that is distinct from full maintenance services. Warranty service is focused on ensuring that products are covered for any design or workmanship defects. Warranty and extended warranty coverage require the customer to participate in problem determination to eliminate service calls that are not related to product defects. For customers that continue to desire the full-service coverage, Toshiba existing premium service Global Care Flex offerings are available.

2. What are the major differences between the Assured Care Flex extended warranty offering and existing Global Care Flex?

	Assured Care Flex (Extended Warranty)	Global Care Flex
Starts	End of 1 st year Base Warranty	At any time. Can replace Warranty for higher level of service
Length	2-4 years (<i>on top of 1 year Base included</i>)	1-5 years
SLA	SLA is same as base warranty	9 x 5 NBD to 24 x 7 SBD Custom coverage to fit needs
Customer Billable	Customer Induced Damage (CID) Non-Defective Part Calls*	Customer Induced Damage (CID)
Covered Peripheral	TGCS peripherals purchased with unit.	TGCS peripherals purchased with the unit.
Customer Replacement Parts	At TGCS discretion *all TGCS logoed peripherals	Customer optional

3. Does this start after base warranty completes?

YES, the Assured Care Flex services begin at the end of the 1-year base warranty terms as our Extended Warranty offering.

4. Can I purchase this for an existing installed machine?

Yes, as long as base warranty has not ended.

5. Can this be sold in non-presence countries?

No, these offerings are only available in countries where Care Flex is available.

6. How do these compare to competitive offerings?

	HP Engage Care Pack 3-year Warranty	TCx 800/810/810E Assured Care Flex 2-year extended warranty	HP Engage Care Pack 5-year Warranty	TCx 800/810/810E Assured Care Flex 4-year extended warranty
Total Warranty Duration	3 year	3 year	5 year	5 year
Scope	System unit & up to 6 peripherals (including HP branded printer)	System Unit & TGCS logoed peripherals purchased with unit	System Unit & up to 6 peripherals (including HP branded Printer)	System unit & TGCS logoed peripherals purchased with unit
SLA	9 x 5 Next Business Day	9 x 5 Next Business Day	9 x 5 Next Business Day	9 x 5 Next Business Day
Customer Cost	Call Screening & Billable	Billable for Non-defective Part Calls	Call Screening & Billable	Billable for Non-defective Part Calls
Remote Problem Determination	HP Remote Support Tool	Remote Support	HP Remote Support Tool	Remote Support
Customer Replacement Parts	At HP discretion *HP peripherals have advanced exchange warranty	At TGCS discretion *all TGCS logoed peripherals	At HP discretion *HP peripherals have advanced exchange warranty	At TGCS discretion *all TGCS logoed peripherals

7. Is this for all Toshiba Hardware Products?

No. This currently applies to TCx800, TCx810, TCx810E & TCx Printers and will continue to expand as appropriate. *NOTE: Base Warranty SLA coverage varies between POS and Printers*

8. What are examples of Billable Calls?

Some common examples of non-warranty calls include unplugged cables, software issues resolved by reimaging the drive, third party device failure (scanners, pin pads, etc.), issue with a peripheral not purchased new with the system.

9. How will end customers be billed for non-warranty calls?

Calls made to Toshiba will be reviewed for entitlement and then dispatched to address. If after problem determination the issue was determined to not be related to a defective component, then the call will be closed as a billable call and cost of the call will be invoiced to the customer.

10. Who will be billed if the end customer is not a Toshiba customer (e.g., sold through the channel)?

TGCS will invoice for non-defective part calls to the listed customer for the serial number serviced.

11. What can the customer do to reduce risk of billable calls?

One of the most effective tools to reduce risk of billable calls is to deploy TGCS diagnostics to identify issues with hardware. This is available for free and can be setup on a USB key or through a remote diagnostics capability.

12. When do I sell Assured Care Flex and when do I sell Global Care Flex?

Customers that do not have problem determination capabilities (e.g., ability to run diagnostics, restore an image on system, check cables) may have frustration with an assured only type offering. Toshiba offers our premium Global Care Flex Maintenance for these customers.

13. When should I not sell this offering?

There are several circumstances where this should not be sold:

- i. Customer has large amounts of existing peripherals (keyboard, cashdrawer, 2x20, etc.) that they intend to use with the next install.
- ii. Customer does not have strong technical expertise at store or in enterprise to be able to do problem determination prior to initiating call to TGCS by leveraging TGCS diagnostics tools or other tools.
- iii. Customer is currently a Toshiba maintenance customer and not looking for a change in service levels.

14. How should I approach a new sale with these Care Flex offerings?

- **Determine customer expectation:** Do they want maintenance or warranty level of service? (Global “white glove” or Assured “warranty”?)
- **Lead with Global Care Flex** - if customer has large amounts of existing peripherals or some already installed machines that they want covered. It provides the best balance of cost and performance. Differentiate from competitor offerings on the fact that many calls are often non-part failures and the fact that TGCS does not force an extended phone triage with store personnel before dispatching.
- **Move to Assured Care Flex 2–4-year extended warranty** - if bid becomes a price focused discussion compared to PC based competitors (i.e., HP). Brings total length

of warranty coverage to 3-5 years (same as HP). Make sure customer and partner understand limitations and billable requirement.

15. I'm supporting an international roll out for a customer – in which countries can I get service under the terms for the new Hardware Service offering?

Like all Global Care Flex offerings, these are only available and valid in countries where Toshiba has a presence and the capability to deliver maintenance services. This can either be by Toshiba Hardware Service Engineers or an Authorized Service Partner. They are not available for products that will be installed in Partner Entrusted Countries (PECs). Partners and sellers should be aware that a Global Care Flex offering should not be ordered when the intended country of installation is a PEC, even though they appear available in the ordering country (i.e., a partner is ordering product in Germany for installation at an end user in Slovakia).

Please refer to the *Toshiba Global Care Flex - By Country by Product Matrix.xlsx* as distributed.

16. I'm a Business Partner in a country where Toshiba trades in an offshore model. Can I still buy the new Global Care Flex offering and get service delivered?

Like all Global Care Flex offerings, if the country of installation is a Toshiba (TGCS) presence country where Toshiba has the capability to deliver the maintenance service sold, the Global Care Flex offering can be purchased. The included matrix details the various service levels by country.

17. Can I leverage other Toshiba programs to help my retail customers procure hardware with extended hardware service offerings through monthly payments?

Both Business Partners and Direct Sellers can use the TCx Simplify Program to bundle hardware and Global Care Flex into one monthly payment over a 3, 4 or 5-year period. This can greatly benefit retailers who now can manage this as an on-going operating expense. Assured Care Flex is not generally considered appropriate for the TCx Simplify Program because of the obligation for problem determination unless it is well understood by the customer.