



## Technical support for your Toshiba gigabeat

1. Please refer to the troubleshooting guide in the users manual or available on the support page of the Toshiba website <http://www.gigabeat.com.au/support.htm>.
2. In the event that you require further support after following the troubleshooting guide contact Toshiba Technical Support Centre on 0800 445 439.

The Toshiba Technical Support Centre will attempt to diagnose your problem and if it cannot be resolved over the phone within a reasonable timeframe, the entire Toshiba gigabeat must be sent to the nominated Toshiba gigabeat Service Centre below.

## Booking in your Toshiba gigabeat for service in New Zealand

1. There are 3 ways to make service booking:  
**ONLINE BOOKING:** [www.serviceplus.co.nz](http://www.serviceplus.co.nz) ,  
**EMAIL** [service@serviceplus.co.nz](mailto:service@serviceplus.co.nz) or  
**CALL** the gigabeat Service Centre on: **0800 007 722**

You will need to provide: Model and Serial # of your gigabeat, your full name, direct contact phone number, return address details and problem description.

The gigabeat Service Centre will issue a Service Repair number reference and provide the information to mail-in your gigabeat for service.

2. **MAIL-IN or DROP-IN** your Toshiba gigabeat to the following address:

**Service Plus  
690 Great South Road  
Penrose  
Auckland 1061**

Do not send to this address until you have been issued with a service reference number.

### Important Notes

- You are responsible for all inbound transportation and insurance charges for the Toshiba gigabeat to the nominated gigabeat Service Centre in New Zealand. Toshiba recommends that you use registered mail and the Handiboxes (Size 2 or 3) available from NZ Post outlets, ensuring adequate padding is used to protect the Toshiba gigabeat unit during transport. Affording transport insurance for the Toshiba gigabeat is also recommended. On completion of repair the gigabeat Service Centre will return the Toshiba gigabeat to you, at our cost, using our choice of standard mail or road freight.
- Please ensure that you back up your data prior sending in your Toshiba gigabeat for service.
- Warranty status will be verified upon receipt and inspection of your Toshiba gigabeat unit, if the gigabeat Service Centre determines that the reported fault is non-warranty a minimum service fee (at the Service Centre's prevailing rates) will apply if you decide not to proceed with the quoted repair.