



IMPORTANT UPDATE OCTOBER 2008

Technical support for your Toshiba gigabeat

1. Refer to the troubleshooting guide in the users manual or available on the support page of the Toshiba gigabeat website <http://www.gigabeat.com.au/support.htm>
2. In the event that you require further support after following the troubleshooting guide, contact the **Toshiba Technical Support Centre on: 13 30 70**

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.

Booking in your Toshiba gigabeat for service in Australia

1. **EMAIL** mobilecare.qld@toshiba-tap.com or **CALL** the Toshiba Service Centre on **13 30 70 (option 2)**, you will need to provide:
 - ✓ Model and serial # of your gigabeat
 - ✓ Your full name and direct contact phone number
 - ✓ Return address details and problem description

You will be issued with a Service Reference number and provided with information to mail-in the gigabeat unit for repair service.

2. **MAIL-IN** your Toshiba gigabeat with the Service Reference number to the following address:

Toshiba MobileCare
Gigabeat service
2/58 Metroplex Avenue
MURARRIE
QLD 4172

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 Australia.
- Toshiba recommends the use of registered mail and BC or BM PostPak boxes which are available from Australia Post shops, 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 warranty repair Toshiba will return the Toshiba gigabeat to you, at our cost, using our choice of standard mail or road freight.
- You are however, responsible for all freight charges on non-warranty repair.
- 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 gigabeat service centre's prevailing rates) will apply if you decide not to proceed with the quoted repair.