

TTC 05/2025

March 31, 2025

Toshiba Earthquake Disaster Relief Program

Dear Toshiba Home Appliance Users,

Toshiba Thailand Co., Ltd. acknowledges the difficulties faced by those affected by the earthquake disaster that occurred on March 28, 2025. We would like to announce our policy to assist affected customers through our "Toshiba Earthquake Disaster Relief Program."

Customers can bring damaged Toshiba products for free inspection services from April 1 to May 31, 2025, with the following benefits:

- 1. FREE inspection service for earthquake-damaged products
- 2. 50% discount on spare parts
- 3. Special discount for severely damaged products that cannot be repaired:
- 4. Maximum discount of up to 2,000 baht on new product purchases

Discount Rate Details

Product	Discount Rate (Baht) for New Product Purchase
All home appliances distributed by Toshiba Thailand Co., Ltd., including refrigerators, washing machines, kitchen appliances, other household products, and Comfee Air-conditioner (Exclude TV and lighting products)	$(\text{Product price} \times \text{Months used}) \div 60 \text{ months}$ Note: Discount calculated based on depreciation referenced from the month of purchase
	Example: Rice cooker model RC-18NMF purchased on November 2, 2024, priced at 2,990 baht Discount rate: $(2,990 \times 5) \div 60 = 249 \text{ baht}$

Procedure and Required Evidence for Eligibility

- 1. Contact any Toshiba Service Center nationwide, Call Center at 02-511-7777, or LINE Service @Toshibaservice to report damage and request inspection, repair, or discount on new product purchases.
- 2. Prepare evidence confirming earthquake victim status.
- 3. Photos of damaged products along with photos of the affected location.

Service Center will receive the case, inspect the damage, and assess costs.

Sincerely,  
Toshiba Thailand Co., Ltd.

