



Your Frequently Asked Questions Answered



Question	How long does it take for my equipment to be delivered from the date of order?
Answer	Fulfilment is 5 days from account approval for all devices.
Question	Can I switch the SIM plan (for GPRS connectivity) on the Flex device off and on?
Answer	Yes, the SIM plan can be used on a monthly basis and be enabled or disabled as required. If you enable the plan it will be live for the full month and providing you disable the plan before the end of that month, you will not need to pay for the next month and so on.
Question	How much is the SIM plan?
Answer	The plan cost is £10.00 per month when enabled & comes with 1GB of monthly data.
Question	What happens if I use more than 1GB of data in a month?
Answer	It has never happened as 1GB of data is more than will be needed.
Question	Can I apply for a Cash Advance?
Answer	Yes, you can apply for a merchant's Cash Advance.
Question	Is Faster Funding available?
Answer	Yes, subject to current acceptance criteria.



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Question	Is mobile top up (MTU) available?
Answer	No.
Question	Are CNP (Cardholder Not Present), tips and cashback available?
Answer	All Yes.
Question	Is Care available with Clover?
Answer	No, Care is not available with Clover.
Question	Who supports the terminals and the software?
Answer	All contact details are in your contract and on the dashboard of your Clover device/s.
Question	Are there any damage charges?
Answer	Yes. Any damage fee will be the equivalent to the purchase price.
Question	Can I get a next day replacement if the machine is faulty?
Answer	Yes, if reported before 4pm then it will be the next day, otherwise it will be the following day.
Question	Are they easy to set-up?
Answer	Yes. Once the device is activated (by you) then a set-up / software download configuration is initiated.



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Question	What are the technical support opening times for Clover, are they UK based and is the telephone number a premium charge number?
Answer	<p>All support phone numbers are local rate.</p> <p>Call: 0345 605 0615 (<i>Lines open 7 days a week from 7.00am – Midnight</i>)</p> <p>Email: cloversupport@fdms.com</p> <p>Learn how to set up and use your Clover, read FAQs, explore apps and much more at help.clover.com.</p>
Question	What equipment is available to work with Clover (printers, stands etc)?
Answer	You can add a kitchen printer and / or a 2D Barcode Scanner to Clover Station Pro.
Question	Can I have a managed installation?
Answer	No. We do not offer managed installation for Clover.