

# Payment Terminal Care



## Peace of mind for your business

NetPay's payment terminal care packages provide customers with personalised support from card terminal engineers for all our terminal range.

NetPay is one of only a very few payment service providers to offer this specialist service to customers, which uses a UK-based experienced and skilled technical support team. The professional team are on hand 24 x 7 to provide support, over the telephone or face to face. Most issues will be resolved remotely over the telephone, but should this not be possible, and the customer has Silver or Gold Care, then arrangements will be made to despatch an engineer to the customer's site to remedy the issue in situ.

Care packages offer a Service Level Agreement of 4 hours to reach a customer's site, subject to the conditions below (please refer to the map, which shows the exclusion zones).

Certain remote parts of the UK cannot be reached by an engineer within the service level agreement timescales, and are therefore excluded from taking the Care packages (a more detailed map of the UK exclusion zones is available upon request). However, in practise, as these remote UK regions are very sparsely populated, it is very rare for a customer to be rejected from taking Care Packages based on their location.

Customers taking Silver Care, benefit from their terminal being covered for accidental damage. With Gold Care, the cover is extended further to include the loss and theft of a terminal as well as covering the customer for accidental damage to the terminal, as provided by the Silver Care.

If a terminal becomes faulty and a replacement is required then, providing a support call has been received prior to 15:00, a replacement terminal will be on site the next working day, Monday to Friday.

| Features   | Enhanced Silver Care | Enhanced Gold Care |
|--|----------------------|--------------------|
| 24/7 x 365 Service Support Desk providing telephone technical support for any operational difficulties     | ●                    | ●                  |
| Onsite engineer to troubleshoot terminal issues from Monday to Friday, between the hours of 08:00 to 17:00 | ●                    | ●                  |
| Onsite within 4-hours Service Level Agreement  | ●                    | ●                  |
| Bank & Public Holiday Cover  | ○                    | ●                  |
| Accidental Damage Cover  | ●                    | ●                  |
| Loss or Theft Cover  | ○                    | ●                  |