

Payment Terminal Care Gold Care Package



Peace of mind for your business

NetPay's payment terminal care packages provide customers with personalised support 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. Most issues will be resolved remotely over the telephone, but should this not be possible, and the customer has Gold Care, then arrangements will be made to despatch an engineer within 4 hours, 365 days a year, to the customer's site to remedy the issue in situ.

Customers taking Gold Care will also benefit from their terminal being covered for accidental/customer damage, loss and theft.

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

Gold Care Package

24/7 x 365 Service Support Desk providing telephone technical support for any operational difficulties.

Onsite engineer to troubleshoot terminal issues 365 days a year.

Onsite within 4-hours Service Level Agreement.

Bank & public holiday cover.

Accidental/customer damage cover.

Loss or theft cover.