

Payment Terminal Care Silver Care Package

Silver
Payment Terminal
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 Silver Care, then arrangements will be made to despatch an engineer within 4 hours (Monday to Friday) to the customer's site to remedy the issue in situ.

Customers taking Silver Care will also benefit from their terminal being covered for accidental customer damage.

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.

Silver Care Package

24/7 x 365 Service Support Desk providing telephone technical support.

Onsite engineer to troubleshoot terminal issues from Monday to Friday, between 08:00 and 17:00.

Onsite within 4-hours Service Level Agreement.

Accidental customer damage cover.