

# Repair and Warranty Services

## Maximizing the Value of Your Payment Acceptance Devices

Ingenico provides turnkey Customer Care services you will need to keep your payment terminals performing flawlessly and without interruption. Ingenico's Repair and Warranty Services can provide coverage that meets your requirements.

- Complete repair coverage options including parts, labor and required services like key injection to bring your payment device back to service.
- Extended Warranty allows extension of your warranty (2-5 years) with repair center turnaround time of 21 business days.
- Standard Care repair turnaround time is 10 business days.
- Total Care advance replacement services provide next business day delivery.
- Field Total Care provides on-site options for repair or replacement.
- Easy Care accidental damage protection can be paired with any of our warranties. This added protection covers all repairs with limitations on the number of No Fault and damaged devices.
- Ingenico Repair Portal allows you to create a repair authorization and track status 24/7.
- Help Desk options can be added to the repair service to provide basic troubleshooting or more advanced issue resolution.



**Your company has made significant investments in its payment devices. Keeping them at their highest efficiency provides confidence and helps drive maximum sales.**

Whether you own or lease your payment equipment, and no matter what industry you're in – banking, processing or retail – you can count on a comprehensive suite of Repair and Warranty, Advance Replacement, Help Desk and Installations services that maximize uptime. Select additional services from a full menu and create a customized package that uniquely fits your business needs.

Extend your standard one-year manufacturer's warranty for up to five years with coverage including Extended Warranty 21 business day turnaround or Standard Care 10 business days, so you'll be back in business as fast as possible.

The optional Advanced Replacement Services can provide additional coverage of the payment device including:

ASSET MANAGEMENT/TRACKING HARDWARE/SOFTWARE UPGRADES	EQUIPMENT DIAGNOSTICS HELP DESK SUPPORT	KEY INJECTION OUTBOUND SHIPPING
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With its unique geographic footprint, you can count on Ingenico to provide a comprehensive suite of services, backed by an unmatched expertise and network of qualified experts. Whether through an Ingenico Repair Center or through a partner, access our range of offers:	REPAIR AND RETURN SERVICE		ADVANCE REPLACEMENT SERVICES	
	Extended Warranty	Standard Care	Total Care	Total Care with Help Desk
	Extend your terminal warranty to secure your initial investment	Minimize your risk while maximizing your comfort level	Let us take care of everything and enjoy 100% coverage to ensure your business continuity	Ensure your business continuity & preserve your capital budget
Help desk contact for the customer	✓	✓	✓	✓
Ingenico RMA portal access 24/7	✓	✓	✓	✓
Creation of help desk ticket for replacement terminal	✓	✓	✓	✓
Detailed repair procedures applied to each defective terminal	✓	✓	✓	✓
Outbound shipping paid by Ingenico	GROUND	GROUND	OVERNIGHT	OVERNIGHT
Turnaround time	21 BUSINESS DAYS	10 BUSINESS DAYS	NEXT BUSINESS DAY	NEXT BUSINESS DAY
Inbound shipping paid by Ingenico (Ground)	✗	✗	✓	✓
Customer-owned/purchased spare pool management	✗	✗	✓	✓
Asset management and tracking	✗	✗	✓	✓
Logistics/freight optimization	✗	✗	✓	✓
Detailed inventory reporting	✗	✗	✓	✓
System integration via EDI feed over FTP/cloud services	✗	✗	OPTIONAL	OPTIONAL
Monthly repair and SLA dashboard	✗	✗	✓	✓
Help desk managed directly by Ingenico	✗	✗	✗	✓
Higher first call resolution rate	✗	✗	✗	✓
Decreased NFF (No Fault Found) rate	✗	✗	✗	✓
Help desk trained with latest troubleshooting techniques	✗	✗	✗	✓
Increased uptime for Ingenico POS terminals	✗	✗	✗	✓
Onsite troubleshooting and break-fix support	✗	✗	✗	OPTIONAL*
Onsite advance replacement service	✗	✗	✗	OPTIONAL*

\*Available on FieldCare

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