

Warranty Options at a Glance

Total CARE	Standard CARE	Manufacturer's Warranty
▶		Same Day Replacement Shipping
▶		On-Site Management of Customer-Owned Spare Pool
▶		Ingenico Pays Shipping Charges To & From Customer Site
▶		Pre-Addressed Return Shipping Labels & Box
▶		Detailed Monthly Reporting on Repaired Units
	▶	10-Business Day Turnaround Time
		▶ 21-Business Day Maximum Turnaround
▶	▶	▶ Complete Equipment Diagnostic
▶	▶	▶ Equipment Repair & Cleaning
▶	▶	▶ Key Re-Injection, When Needed
▶	▶	▶ Optional Hardware, Software & Firmware Enhancement, When Available
▶	▶	▶ 24/7 Access to Ingenico Repair Portal
▶	▶	▶ NFF Acceptance up to 10%
▶	▶	▶ Ingenico Pays Outbound Freight Costs

Easy CARE (Additional Service)

- Bumper-to-Bumper Protection
- Covers Any Repair
- No NFF Restrictions
- Paired With Selected Warranty



▶ call us today
800-252-1140
or email at:
CustomerService.us@ingenico.com
www.ingenico.us



Ingenico Services

The Ingenico family of products is maintained and supported by Ingenico Services, a team of highly trained and experienced technicians who are ready to assist you with all your Ingenico equipment-service needs. Because we are committed to quick repairs or replacement and cleaning, testing and return shipment of your working equipment, choosing Ingenico Services helps you minimize your point-of-payment downtime.





Total CARE

That's *ingenico*®

> **Ingenico's most comprehensive warranty package is Total CARE**, which virtually eliminates downtime by providing same-day service. As a Total CARE customer, you simply call to report a problem unit; Ingenico Services ships you a fully loaded and tested unit on the same day from your customer-owned spare pool (equal to 5% of your install base), which we house and manage in our facility. Your shipment includes a pre-addressed, pre-paid return label and pre-arranged pick-up, so all you need to do is put the defective equipment in the same box. It's fast, accurate and efficient, and Ingenico pays all shipping costs. You also receive a detailed monthly activity report.

Ingenico Services Warranty Options

Point of Service

► Manufacturer's Warranty

Out of the box, Ingenico devices are protected by a one-year (1) manufacturer's warranty. With no contract required, Ingenico covers all repair costs associated with defective hardware, with a maximum of 10% No Fault Found. Returned devices go through a complete diagnosis, repair and cleaning process, including any hardware, software and firmware enhancements that may be available for your Ingenico equipment. If the product requires a key injection, this can also be done. During the maximum 21-business-day turnaround, you have online access to Ingenico's automated Repair Portal, which allows you to monitor the status of all your returns 24/7. Ingenico even covers the return outbound freight costs.

► Extended Manufacturer's Warranty

If you are interested in enhancing Ingenico's manufacturer's warranty, we offer the perfect solution. Simply purchase an extended manufacturer's warranty contract to cover your investment on a year-to-year basis for a maximum of four (4) additional years. This allows you to continue to receive the same benefits provided by our original manufacturer's warranty.

► Standard CARE

Do you need your equipment returned even faster? At the time of purchase, you can choose to augment our manufacturer's warranty with Ingenico's Standard CARE package. This option locks in your manufacturer's warranty plan for up to five (5) years, with one important additional benefit. Instead of a 21-business-day maximum turnaround time, you can expect to see your hardware repaired in 10 business days or less.

► Easy CARE

In addition to our warranty packages, Ingenico offers a bumper-to-bumper solution called Easy CARE. Paired with any of our warranties, this added protection covers all repairs with no restrictions on No Fault Found percentages. With Easy CARE we've got you covered.

why worry?
Peace of mind comes standard
with every Ingenico device.

