

Repair and Warranty Services

Maximizing the value of your payment acceptance devices



ingenico

- 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 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



Ingenico, your undisputed partner

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.

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
Turnaround time
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
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
Onsite advance replacement service

Repair and return service		Advance replacement services	
Extended Warranty Extend your terminal warranty to secure your initial investment	Standard Care Minimize your risk while maximizing your comfort level	Total Care Let us take care of everything and enjoy 100% coverage to ensure your business continuity	Total Care with Help Desk Ensure your business continuity & preserve your capital budget
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
Ground	Ground	Overnight	Overnight
21 business days	10 business days	Next business day	Next business day
-	-	✓	✓
-	-	✓	✓
-	-	✓	✓
-	-	✓	✓
-	-	✓	✓
-	-	Optional	Optional
-	-	✓	✓
-	-	-	✓
-	-	-	✓
-	-	-	✓
-	-	-	✓
-	-	-	Optional
-	-	-	Optional

*Available on FieldCare

Moving Commerce Forward

Ingenico is the global leader in payment acceptance and services. We support our customers, and their customers to do more with payments. Active in 32 countries, with over 3,300 employees we have been at the forefront of the commerce landscape for over four decades.

With more than 40 million payment devices deployed worldwide, powered by over 2,500 apps, the company is servicing the needs of millions of consumers every day. Through our advanced integrated solutions and network of partnerships, we simplify the world of payments and bring value added services to move commerce forward.