

Repair & Warranty Services

Ensuring Excellence, Extending Certainty



ingenico

Experience the standard extended warranty

Take advantage of the extended warranty service offered by Ingenico provides you with an extended period of coverage. It allows you to optimize the protection and support of your terminals. No one knows and cares more about our terminals than ourselves.

The main benefits:



A longer coverage period keeping your terminals healthy.



Efficient repair services covering any issue, including the replacement of malfunctioning or defective components.



Ensure business continuity by avoiding delays or interruptions.



Elevate your peace of mind with premium extended warranty

When you are seeking enduring reliability and performance from your devices, opt for the premium extended warranty. It offers a comprehensive refurbishment process, entailing the rejuvenation of cosmetic elements to restore units to an external appearance comparable to new. This involves the replacement of all plastic components including the upper and lower covers, keypad and potentially even the display if any scratches are present.

The main benefits:



Extended lifespan due to complete repairs, resulting in a payment terminal that last longer.



Enhanced customer satisfaction, as we go beyond mere maintenance of their device, fostering loyalty and enhancing the brand's image



Improve operational efficiency by reducing your terminal swap stock.



Choose the warranty package that fits your needs



Repair Management Portal

Allow your client to submit repair requests through a digital platform and track the follow-up process in real time.



Customer Helpdesk

Assist any user with troubleshooting their terminal, providing repair support at any time through a centralized customer platform.



Repair

Ensure that any damaged terminal is repaired as fast as possible, to be operational again in the field.



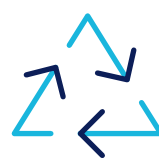
Return to Customer Depot

Once repaired, send the terminal back to the designated customer depot.



Refurbishment

Give your terminal a second life, after having renewed the cosmetic parts, including the plastic components.



Recycling

Collect, disassemble, sort retired or obsolete terminals to align with our responsible and sustainable policies and comply with regulations.

	Standard Extended Warranty	Premium Extended Warranty
Repair Management Portal	✓	✓
Customer Helpdesk	✓	✓
Repair	✓	✓
Return to customer depot	✓	✓
Refurbishment		✓
Recycling (1)		✓

(1) In case of non-repairable units the recycling is included in the service

Benefit from the warranty services supplied by Ingenico Repair Centers

		Extended Warranty Basic	Extended Warranty Premium
Screening	Inspection and functional test	✓	✓
Repair	Eco Implementation	✓	✓
	Internal battery	✓	✓
	PCB & electronic repairs	✓	✓
	Final test	✓	✓
Software	Software & Key Injection	✓	✓
Cosmetic	Cleaning	✓	✓
	New keyboard		✓
	New covers		✓
	New labels		✓
Accessories*	As new cable		✓
	As new power supply		✓
	As new external battery		✓
Box	New box	✓	✓

*Accessories only included in certain regions.

Choose Ingenico, where exceptional service meets unparalleled quality, keeping you and your customers delighted every step of the way.



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 37 countries, with over 3,500 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.