



T-cover

After Sales  
support you  
can count on



Tellermate

The cash counter plays a vital part in your business, clearing cash handling issues, saving time and reducing loss. So it's important to protect that investment with the right level of cover.

# Introducing T-cover

As soon as you buy from Tellermate, you'll get access to our helpline. Our dedicated team deal exclusively with Tellermate cash counters each and every day, so you'll be in good hands. We'll provide fast and effective support for your team when they need it most.

What's more, we're so confident in the quality of our market-leading cash counters that we offer a **5 year warranty** with your purchase.



*'Even when we evaluated other companies against Tellermate, the relationship, service and support that Tellermate continually provides us always puts them at the top'*

Dee Gomez, Previous Director of Audit, Panda Express



## T-cover **Classic** or **Platinum** – choose the right care plan for your business.

We've worked with our customers to develop a choice of service packages. Upgrade to our **Classic** or **Platinum** package for extra peace of mind...

	Out of Box	Classic	Platinum
5 Year Warranty	✓	✓	✓
Helpline Support	✓	✓	✓
Software Updates		✓	✓
Advance Exchange		✓	✓
Next Day Delivery			✓*
Accidental Damage			✓

Platinum cover gives you the option to protect your **printers, cables and batteries\*** too. Having cover of these items means you can skip the procurement process - Tellermate can get you back up and running in no time.

We can also protect you against drops and spills. Tellermate counters are robust but we understand some environments can be challenging, and that's why we can protect against accidental damage. If the counter stops working, a call to Tellermate is all it takes to **deliver a replacement unit** and take the old one away.

**So whatever it takes, Tellermate are committed to keep your cash counting on track.**



**Advance Exchange**  
We will send you a like-for-like replacement if we can't resolve the problem over the phone. (cut-off is 1pm EST)



**New currency updates**  
If/when new coins or bills are introduced, we will support you through the change and offer advice and solutions, including software updates where appropriate.



**Replacement Accessories\***  
If your accessories fail for any reason, we'll replace them and send them within 24 hours.



**Accidental Damage**  
This covers you for any accidental drops or liquid spills that might happen in your business.



**Training**  
We offer custom training and user guides as well as regular reporting on call activity.

\*T-i<sup>x</sup> batteries are shipped via ground service and typically take 1-5 business days to arrive, depending on your location. Ask a customer service team member for details.

Tellermate printers



Lithium-Ion batteries & cables



## Frequently asked questions

**My cash counter is out of warranty or contract. Can I still call the helpline?**

Yes. The Tellermate team is always here to help, guide and support our customers.

**My Platinum contract has expired.**

**How can I make sure I'm still covered?**

Speak to your Account Manager if you're not sure how to renew or even if you have coverage.

**I chose Tellermate Classic cover but now we would like the peace of mind of accidental damage cover.**

**How do I upgrade?**

Just contact your Account Manager and we'll help you to find the right cover for your business.

Talk to your Account Manager about the right package for you or call us today.

 **T-cover Helpline**

**800 835 6283**



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 **Tellermate**  
People you can count on