



**T-cover**  
for your  
TellerMate  
T-i<sup>x</sup>

After-sales support  
you can count on



**TellerMate**



The T-i<sup>x</sup> cash counter plays a vital role in your business, clearing cash handling issues, saving time, improving efficiency and reducing loss. So, it's important to protect that investment with the right level of coverage.

# Introducing T-cover

As soon as you buy from Tellermate, you'll get access to our helpline. Our dedicated team deals exclusively with Tellermate cash counters each and every weekday, so you'll be in good hands. We'll provide you with fast and effective support when your team needs 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.



5 YEAR WARRANTY

## 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\***. Having coverage 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. Although Tellermate cash counters are robust, 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.

Whatever it takes, Tellermate is committed to keeping 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 (cutoff 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 when appropriate.

### Replacement Accessories\*



If your accessories fail for any reason, we'll replace them and send them within one business day.

### Accidental Damage



This covers 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.

'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



Tellermate printers



Lithium-Ion batteries & cables



\*Tellermate 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.

## Frequently asked questions

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

Yes. The T-Cover team is always here to help guide our customers on any of our supported Tellermate products.

### **How do I make a warranty claim?**

Call the T-Cover Helpline. If a manufacturing defect is identified via a phone call, the T-Cover team will provide you with a return authorization number and details on how to send in your product. Once received, Tellermate will repair the unit and return it to you within eight working days.

### **I think my warranty of contract has expired.**

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

Please reach out to the T-cover Helpline. Our team can advise you of your current status and if needed can put you in contact with your account manager.

### **I chose Tellermate Classic cover but now would like the peace of mind of having accidental damage cover included in the Platinum package. How do I upgrade?**

Please reach out to the T-cover Helpline. Our team can advise you, and if necessary put you in contact with your account manager to help you 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

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 **Tellermate**  
Count | Control | Connect