

Warranty Policy

Tellermate offers a standard warranty covering defect in materials and workmanship. The warranty periods for cash counters and their accessories are illustrated below.

Product	Number of Years
T-i ^x Cash Counting Unit	5
Thermal Printers	5
T-i ^x Power Supply	2
Thermal Printer Power Supply	2
All Other Cables	1
T-i ^x Battery	1
Printer Battery	1

A warranty card may be provided with the product illustrating these standard warranty terms. Where variations to the standard warranty are agreed in writing these will supersede the warranty periods for the cash counter and the printer.

The warranty periods apply from the first date of purchase of the product. Normally this will be identified from the serial number, but proof of purchase may be required.

The following exclusions apply to the standard warranty.

- The equipment has been subjected to abnormal use or conditions, improper storage, exposure to moisture or dampness, tampering, unauthorized installation, modification or repair, the insertion of unauthorized parts, unauthorized connections, misuse, neglect, abuse, accident, alteration or other acts which are not the fault of Tellermate, including damage caused by shipping.
- The equipment has been damaged from external causes such as fire, flooding, sand, dirt, windstorm, lightning, earthquake or damage from exposure to weather conditions, theft, improper use of any electrical source, or battery leakage.
- The serial number plate has been removed, defaced, or altered.

To obtain service under the warranty, please contact our customer helpdesk using the details shown below on the warranty card and the website www.tellermate.com.

Service Contracts

Service contracts that enhance the level of support available on products and accessories are available. These contracts are designed to minimise the disruption from an unforeseen event interrupting your new, quicker, cash counting process. This includes the ability to exchange broken units in advance and the possibility to cover any damage to any part, however caused.

Please contact your account manager or the customer helpdesk for further information.