

## Experienced Technicians. Genuine VeriFone Parts. Full 90-Day Warranty. You are Protected.

At VeriFone, our products are designed from the ground up to have the highest uptime and reliability in the industry. No one knows your VeriFone equipment better than VeriFone! We use only Genuine VeriFone Parts to ensure your equipment meets our stringent manufacturing specifications. When repairs are needed, VeriFone Repair Service has you covered.

Should something go wrong, just pick up the phone and send your equipment back to us for a complete overhaul. VeriFone will not only repair the device, we will also make sure all of the internal components such as cases, keys, and accessories are properly working and cleaned. In addition, we will automatically replace any worn or scratched items, when applicable, as part of our normal repair process, without any additional cost to you. Once we receive your equipment at our repair facility, it is repaired, cleaned, tested and ready to be shipped back to you in typically five business days or less.

You can relax knowing that we also include a 90-day, full-coverage warranty on all repaired equipment including parts and labor. If your equipment should need repair, you can feel confident and completely covered with VeriFone's Repair Service.

### BENEFITS AT A GLANCE

- Use only Genuine VeriFone Parts
- Repair/replace defective equipment
- Clean all internal components
- Replace worn or scratched items when appropriate
- Test equipment to ensure operational
- Repaired equipment shipped in an average of 5 business days
- Full 90-Day Warranty

## Repair Service is as easy as 1-2-3-4!

1



### Log on or call for Return Authorization Number.

Our customer service center associates are ready to assist you with processing your repair request. Large customers may opt to use the VeriFone Premier Portal to launch online support services.

2



### Ship defective equipment back to VeriFone.

Once a Return Authorization Number is obtained, simply ship the defective equipment back to VeriFone. Once the equipment is received, VeriFone technicians will perform diagnostic testing to determine the cause of the failure.

3



### Repair, clean, and test terminal.

VeriFone repairs and replaces any defective components, and cleans all internal components. Equipment is repaired, cleaned, tested and prepared for shipment.

4



### Receive repaired/refurbished equipment.

VeriFone packages and ships the repaired or refurbished equipment back to you, usually within 5 business days. VeriFone also includes a general description of what was repaired.

**VeriFone has all of the services you need.**

- ✓ Buyer Protection Service
- ✓ Deployment Service
- ✓ Petroleum Help Desk
- ✓ Petroleum On-Site Maintenance
- ✓ Priority Exchange Service
- ✓ Professional Services
- ✓ Project Management
- ✓ Repair Service
- ✓ Secure Terminal Audit
- ✓ Secure Terminal Retirement
- ✓ Software Help Desk
- ✓ Standard Warranty
- ✓ Training Services

Visit [www.verifone.com](http://www.verifone.com) for more information on these valuable services.

### Key Features and Benefits

	REPAIR	BUYER PROTECTION	PRIORITY EXCHANGE
Minimum Turnaround Time*	5 days	5 days	1 day
Pulled, Programmed and Key Injected			✓
Application of Overlays (if applicable)	✓	✓	✓
Repair and Replace Defective Parts	✓	✓	✓
Clean Internal Components	✓	✓	✓
Replace Worn, Scratched Parts	✓	✓	✓
Return Shipping from Repair Facility		✓	✓
Out of Scope Repairs		✓	✓
Re-load Application/Re-key Inject		✓	✓
Overnight Priority Delivery			✓
Stock Inventory (Customer/VeriFone)			✓

\*Turnaround time is only an estimate number of business days. It does not include any transit time.