

Europe-wide service for your terminal

Our service packages are individually tailored to your needs and offer you unlimited support throughout Europe for everything concerning cashless payment transactions.

Our expansive, competent team is available to support you, ensuring that all your questions and issues concerning your payment terminal are taken care of.

Delivery & installation

To activate your terminal, one of the two installation variants is required.

	Delivery	On-site installation ¹
Activation	●	●
Functional test	●	●
Delivery	●	●
On-site installation	–	●
On-site instructions	–	●

¹ This service is not available in all countries.

ACTIVATION

We connect all the means of payment and specified additional services required for the operation to your terminal so that it is ready to go.

FUNCTIONAL TEST

On delivery, the terminal is equipped with the latest software version. The means of payment and additional services you selected are thoroughly tested.

DELIVERY

The terminal is appropriately packed by us and sent to you by post.

ON-SITE INSTALLATION

A service technician installs the terminal on-site and puts it into operation (appointment by telephone). As far as possible, they check and test the activated means of payment and additional services, thus ensuring its flawless operation.

ON-SITE TRAINING

You and your sales staff will receive detailed on-site training in how to operate the terminal, all its special features and the additional services that have been activated for you.

Terminal operation & repair

One of these service packages is required to operate your terminal. The activation of a service package automatically includes an “Extended Warranty” that covers all malfunctions and defects with the exception of vandalism, theft, loss and deliberate damage.

	Complete	Extra ²	Advanced ²
System operation	●	●	●
Hotline	●	●	●
Software upgrade	●	●	●
Repair	Delivery by post	Seamless exchange by courier	Directly on-site

² This service package is not available in all countries.

SYSTEM OPERATION

We take care of the maintenance of operations for the systems that are necessary for processing card transactions.

HOTLINE

Our support team is available to help you with any questions about operating the terminal.

SOFTWARE UPGRADE

As soon as upgraded software is available, it is automatically installed on your terminal. This allows us to ensure that your terminal is always up to date with the latest software developments and that it meets the highest security standards.

REPAIR

- **Delivery by post**
You send in the defective terminal and receive it repaired and revised through the mail.
- **Seamless exchange by courier**
An exchange terminal is sent to you immediately. The courier immediately takes the defective terminal with them.
- **Directly on-site**
Benefit from on-site repair – either by means of our repair service or a replacement terminal.

Your local point of contact can be found at: worldline.com/merchant-services/contacts

