

## Important information for customers

### Total POS Solutions

As our name suggests, our business is all about Point of Sale (POS). We understand the importance of POS to businesses, not only the costs that are incurred when POS systems are down or do not work properly, but also the benefits that the right POS system can bring to your business in terms of customer satisfaction, cost reduction, improved management information and fraud prevention.

When you select Total POS Solutions to be your POS supplier, we take responsibility for making your system work and will provide you with support 24 hours per day, 365 days per year. In some cases there is no charge for this support, however in other cases we will charge for our time and any materials. The purpose of this document is to clarify this for you in advance and to alert you to other important considerations regarding your new system.

### Installation and training

For businesses located inside our 24/7 service area\*\*, the price we quote includes on-site installation and training except for basic cash registers with little or no programming, POS peripherals such as barcode scanners, receipt printers etc when purchased separately, short term rental equipment and loan equipment supplied free of charge. For customers outside our 24/7 service area there is a separate charge for on-site installation and training.

Training includes all features of the equipment which have been requested and configured at the time of sale, and covers both operator and manager training. Unless specified in our quote, training is delivered once only.

For best results we recommend a maximum of 3 to 4 people in one group. If you have more staff to be trained, please either notify us so we can allow for the additional cost or designate one or more of your staff to train others. It is your responsibility to ensure that staff members being trained are attentive so that the training is understood. We provide you with supplier manuals and/or our own step-by-step guide. Please ensure these are kept in a safe place as in most cases there will be a small charge to replace them.

### Hardware Warranties

Hardware warranties do not cover damage from external sources including liquid spillage, impact damage and power surge. We recommend use of UPS devices to help protect your system and can supply these if required.

### Antivirus and Firewall for PCs and PC POS terminals

We install antivirus and firewall software on all back-office PCs supplied by us. Keeping them up to date is your responsibility. Please advise us prior to installation if you require antivirus software to be installed on any of your PC POS terminals.

### After Sales Support and other Services

There are two categories of assistance we can provide after installation of your system:

1. Support.

This involves us answering your questions, telling you how to fix errors or giving advice about the best way to do something on your POS system. Please see the table on the reverse which outlines our standard after sales support programme – this is what will be available to you unless you opt for a tailored support plan.

2. Other services including:

a. Hardware servicing

b. Any work that we do on your system, for example entering additional items, doing new menu layouts, configuring additional features, implementing upgrades and any changes required as a result, configuring and training on any features not originally installed, fixing problems that have occurred due to operator error.

c. Any work, training or consultation regarding other applications on your PC system such as MS Excel, Word, etc., whether or not they are being used in conjunction with the system we have supplied.

We do not charge for any work done under hardware warranty or to correct errors we have made, but please note that in most other cases our standard fees will be charged for these other services.

\* Office Hours: Monday to Friday 8.30 am to 5.30 pm excluding Public Holidays.

\*\* 24/7 Service area includes Christchurch, Kaiapoi, Woodend, Rangiora, West Melton, Rolleston, Lincoln, Tai Tapu, Governor's Bay and Lyttelton.

**Total POS Solutions - After sales support**

Type of Support	During the first month after installation		More than 1 month after installation	
	During Office Hours*	Outside Office Hours*	During Office Hours*	Outside Office Hours*
Urgent POS System issues that prevent your business from working. Advice on how to fix problems.	Remote support is free of charge. Charges may apply for on-site support.	Remote support is free of charge. Charges may apply for on-site support.	Remote support is free of charge except for problems caused by external factors (services or equipment not supplied by us) and repeated occurrences of problems caused by operator error. Charges may apply for on-site support.	Remote support is free of charge except for problems caused by external factors (services or equipment not supplied by us) and repeated occurrences of problems caused by operator error. Charges will apply for on-site support.
Additional, Repeat or Refresher Training	Additional remote training is free of charge for functions which were included in the original quote. Charges may apply for repeated training, training additional staff members or for on-site training.	Available in some circumstances by prior arrangement, at times subject to confirmation by us. Charges will apply.	Available by prior arrangement. Charges will apply.	Available in some circumstances by prior arrangement, at times subject to confirmation by us. Charges will apply.
Programming Assistance	Free of charge for assistance in telling you how to do things or making minor changes to the existing functions on your system. Addition of new functions, new items, menu changes and major layout changes may be charged.	Free of charge for assistance in telling you how to do things. Minor changes to the functions on your system, addition of new functions, new items, menu changes and major layout changes will be charged.	Free of charge for assistance in telling you how to do things or making minor changes to the functions on your system. Addition of new items, menu changes, and major layout changes will be charged.	Available in some circumstances by prior arrangement, at times subject to confirmation by us. Charges will apply.

**Remote support is delivered by phone and/or by internet access to your system if available.**

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