

# **Casio Support and Service Policy** *Effective April 2021*

## **Important Information**

Due to Casio withdrawing from the Cash register/POS market worldwide in 2020, we are advising that the ongoing ability to support and service your Casio product may be reduced and or limited due to parts and software availability. Please feel free to talk to one of our consultants regarding your ongoing Cash register/POS requirements.

## **Repairs**

- A mandatory inspection Fee is payable - \$50+gst for all Casio cash registers left with us. This fee will be taken off the final bill if an approved repair is undertaken.
  - Charge Rate is \$120+gst per hour minimum charge 15 Minutes (\$30+gst)

## **Phone Support**

All phone support will incur a minimum support charge or total time taken (whichever is greater).

- Account Customers – can be charged to account.
- Cash Customers – A valid Credit card must be provided.
  - Minimum support charge – 10 minutes \$20+gst
    - Charged in 5 minute increments after this

## **Equipment we can support**

- Casio QT6100 / QT6600 will be supported until end of 2021 if parts are available.
  - Casio VR range will be supported until end of 2023 if parts are available.
  - Casio SE range will be supported until end of 2025 if parts are available.

## **Equipment we are unable to assess/repair**

- Casio QT2000 / QT2100 /QT6000
- Casio CR range (Apart from 140CR printers)
  - Casio CE range
  - Casio TE range