



Tyro EFTPOS

Terminal Damage and Return Policy

Terminal Damage Policy

The Merchant is responsible for the insurance of the terminal against any loss or damage to the terminal that may arise from theft, vandalism, fire, flood, earthquake or misuse or neglect by the Merchant.

Where the Merchant damages a terminal, or an accessory Tyro will debit the cost of repairing or replacing the terminal/accessory from the Merchant's account.

Tyro has standard repair flat rate fees:

- \$260 for a Xentissimo unit
- \$160 for a Xenta unit

Above rates are subject to change.

Please note, such instances as the removal of the terminal PIN privacy shield, cracked, damaged or permanently marked terminal casing, damage from liquids or foreign matter are considered as misuse or neglect of the terminal and will attract a repair or replacement fee.

Tyro has standard replacement fees:

- \$90 for a Xentissimo PIN privacy shield replacement

Should the terminal be lost or damaged beyond reasonable repair as determined by Tyro, the remaining book value of the terminal will be charged to the Merchant.

Tyro will determine (at its own discretion) if the damage incurred under normal use.

Terminal Return Policy

To facilitate the return of your terminal, we have set up a convenient and secure process.

In order to avoid further rental or replacement charges, return the terminal to Tyro within five business days.

Just follow these easy steps:

1. Package the terminal securely (preferably in the original box and packaging material)
2. Place the packaged terminal in the AAE courier satchel provided
3. Complete the sender details on the AAE consignment note
4. Call AAE on 131213 to book a pick up (Monday – Friday 8am – 5.30pm)
5. Quote the pre-paid consignment note number and Tyro's address: 125 York Street, Sydney, NSW 2000

Dial Tyro Support 1300 966 639