

# Tyro Terminal Return and Damage Policies

## Terminal Return

When you return your Tyro terminal, please do the following:

- Take a photo of the top, bottom and each side of the terminal, ensure the serial number is legible. Save for reference.
- Package the terminal securely (preferably in its original box).
- If your replacement Yoximo and/or Xentissimo terminal doesn't come with a battery, please reuse your old battery. Do not return a terminal with the battery inside, you must return them separated. **Battery removal is required under the Dangerous Goods Act.**

- Place the packaged terminal in the provided prepaid Startrack satchel.
- Stick the label on the satchel.
- Call Startrack on 13 23 45.
- Keep a record of the provided booking reference number.
- Sign the provided Despatch Summary Report and tick 'No' to both 'Multiple Pickup' and 'Damaged at Pickup'.
- Cut the Despatch Report page along the centre line. The bottom half is to be signed by the driver and kept by yourself, the top half is to be given to the driver.

We don't want you to encounter any more fees. In order to avoid further rental or replacement charges, please return the terminal to Tyro Payments within 5 working days from the date you receive the pre-paid satchel.

## Terminal Damage

In the unfortunate situation you were to damage your Tyro EFTPOS terminal, Tyro will debit the cost of repairing and replacing the terminal from your merchant account, in order to restore the terminal to its original condition. Such cases are:

- Permanent markings, damage or cracking of the terminal casing.
- Liquid damage.
- The removal of the PIN privacy shield.

Tyro's standard repair rates for damaged terminals are:

- \$260 for a Xentissimo
- \$160 for a Xenta
- \$160 for a Yomani
- \$260 for a Yomani XR
- \$260 for a Yoximo 3
- \$90 for missing PIN shields

All rates exclude GST.

If the terminal is damaged or lost beyond reasonable repair as determined by Tyro, its replacement value will be charged to you.

Merchants are responsible for the insurance of the terminal against any loss or damage that may arise from vandalism, theft, fire, flood, earthquake or misuse and neglect.



To activate your terminal  
call Customer Support

**1300 966 639**

Australian-based Customer Support  
available 24/7, 365 days a year

For further information go to  
**Tyro Smart Help**  
**help.tyro.com**

Tyro Payments Limited ACN 103 575 042 AFSL 471951 is the issuer of its own financial products. We do not take into account your personal circumstances. Before deciding on any products please consider if they are suitable for you. You can contact Tyro on 02 8907 1700 or tyro.com and access Tyro's dispute resolution process at tyro.com/contact/feedback © Tyro Payments Limited. All rights reserved.