

# Tellermate

## Tellermate Ltd Accidental Damage Policy

At Tellermate Ltd we take pride in the high level of support we offer to our customers as part of the Teller Cover Agreement.

One of the benefits of the TellerCover contract is the Accidental Damage Cover that we offer. TellerCover Contract holders are entitled to one accidental damage claim per machine.

Tellermate Ltd will repair damage incurred as a result of accidental damage during the normal working process of the machine. For example:

- A drop onto a hard surface from a desk or whilst carrying.
- A knock of the hod against a hard surface whilst the unit is being transported.
- Small amounts of liquid ingress, as a result of a spilt drink where an attempt has been made to clean the liquid off quickly.

Accidental Damage is assessed at the discretion of Tellermate and claims may be refused if the damage observed is not consistent within a normal working environment.

The Accidental Damage Policy will not be applied where there is evidence of repeated damage, excessive force having been applied (deliberately or through negligence), major liquid contamination, attempted repairs or other unauthorised tampering with the unit.

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John Pilkington  
General Manager of Engineering and Operations

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