CARDSX
Card Printing Solutions

€99

MC310 MC210 MC110

TECHNICAL SUPPORT PACKAGE

CX CARD CARE BASIC

WHATS INCLUDED?

- **UNLIMITED EMAIL SUPPORT**
- **UNLIMITED TELEPHONE SUPPORT**
- **LABOUR COSTS INCLUDED**
- **REPLACEMENT PARTS**
- **DRIVER & FIRMWARE UPDATES**

Terms - All repaired parts are included if the printer is still under the manufacturers warranty and if outside of the warranty we will send you a quotation before we repair the printer. Hot-swap printers will be the same or similar printer but using the same ribbon. Shipping costs are not included. Price per printer, per annum.

How it works

ORDER YOUR CHOSEN SUPPORT PACKAGE

Choose the support contracts that best suits your requirements, if you are not sure please contact us for more information.

SUPPORT CONTACT DETAILS

When your new printer arrives, you'll receive a support email which contains contact information and a support reference for your support package. You can use these contact details to contact us at any point (9am to 5pm Monday to Friday).

SUPPORT REQUEST

Either call or email us with your support request and one of our trained engineers will get back to you within 24-48 hours to discuss your hardware problem directly.

REPAIR COSTS & WARRANTY

If your printer is still under the manufacturers warranty then we will take care of the repair on your behalf and send back the printer when its been fixed. This usually takes around 3-4 weeks. It might be worth considering our Card Care Pro support package which includes a replacement card printer so you can continue printing cards whilst you await your fixed printer.

HOTSWAP CARD PRINTER

If you have taken out our Card Care Pro support package, and the printer can not be fixed remotely, you will be sent a like for like replacement to ensure you can continue printing your cards with little down time.

RETURN OF HARDWARE

One of our trained technical support engineers will be in touch when your card printer has been repaired and on its way back to you.