

Fault Reporting Procedure

Main Support Number – 07415 787 663

Main Support Email – [support@happypos.co.uk](mailto:support@happypos.co.uk)

In the unlikely event of you requiring software or hardware support at any time please use the following procedure:

* If the till system is critically damaged and you are unable to process sales, please call the mobile number above.
* If the till system is working correctly but something isn’t quite right, or you have concerns regarding the functionality, please call the mobile number above.
* If the till system is working correctly and you simply want advice on new things, or you have any questions that you want to ask then please email us on the above email.

Please note that all of our support packages are for 24hr cover but, depending on the support package you selected, it will be either five day (Monday - Friday) or seven day cover. If you are in doubt, please email us and we will confirm what cover you have in place.

If the engineer is unavailable and you are put through to the voicemail, please leave as much information as possible including:

* Name
* Site details
* Contact number
* Brief description of the problem

Our engineers are highly trained and will your return phone call or email as soon as possible. All calls are treated with the utmost urgency. If you have a system critical fault the engineer will prioritise your call.

If your cover includes the onsite hardware service, please remember that hardware calls need to be received before 15:00hrs to secure the engineer on the following day.

*If you do not have this service but wish to add it to your contract, please get in touch via email.*