



# Our service for your payment terminal

## Switzerland

<b>Payment terminals</b>	<p>yomani, yoximo, xenta, xentissimo, davinci, DESK 3500, MOVE 3500, LANE 5000</p> <p>Please have the following information ready each time you contact the hotline:</p> <p>Merchant ID _____</p> <p>Terminal ID _____</p>	
<b>Technical hotline</b>	<p>Phone number</p> <p>Opening hours</p>	<p>+41 58 399 5111</p> <p>24/7</p>
<b>Fault clearance and maintenance</b>	<p><b>Repair and service hours</b></p> <p><b>Send by post</b> Comfort service package Monday–Friday The Contracting Partner sends the defective terminal to SIX Payment Services at its own cost. The terminal is usually repaired the day it is received by SIX Payment Services or on the following working day. Once the fault is cleared, SIX Payment Services returns the terminal to the Contracting Partner by post.</p> <p><b>On site within 24 hours</b> Pro service package, short-term and seasonal rental Monday–Saturday, 8 a.m.–6 p.m. Repairs take place at the terminal’s location following consultation with the hotline. Action is taken within 24 hours of fault notification.</p> <p><b>On site within 5 hours</b> Pro+, Top Account service packages Monday–Sunday, 8 a.m.–6 p.m. Repairs take place at the terminal’s location following consultation with the hotline. Action is taken within 5 hours of fault notification.</p> <p><b>Maintenance and inspection</b> Pro, Pro+ service packages Monday–Friday, 8 a.m.–6 p.m. Annual maintenance is carried out at the terminal’s location once a date is agreed between the Contracting Partner and SIX Payment Services.</p>	
<b>Address</b>	<b>To send in defective terminals</b>	<p>SIX Payment Services Ltd Werkstatt Hardturmstrasse 201 8021 Zurich Switzerland</p>

Your local point of contact can be found at: [www.six-payment-services.com/contact](http://www.six-payment-services.com/contact)

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