

Printer Return Policy

Boca equipment is mainly distributed through system partners. These system partners offer support and services to the end users in order to achieve the best customer service. As far as the Boca printers and tickets are concerned, TLS – Boca Systems offers full back up to all our system partners. However, if the system partner does not offer these facilities, it is also possible for TLS - Boca Systems to offer direct support and services to the end user on their Boca products.

In case of a malfunction: Before shipping printers to us, always first search our knowledge base page:
<https://tlsbocasystems.freshdesk.com/support/home>

If you can't find a solution, please create a support ticket:
<https://tlsbocasystems.freshdesk.com/support/tickets/new>

Please make sure to supply us at least the serial number of the printer and a fault description.

You can always call your local office.

Netherlands +31 10 2210 660	United Kingdom +44 203 086 8877	Italy +39 334 6882498	United Arab Emirates +971 527 5555 73
Germany +49 5673 911 566	Poland +48 22 699 7176	Spain +34 910 020 882	China +86 21 6227 9668
Chile +569 9222 3809	Mexico +52 618 8119000	Australia + 61 (0)419 354 127	

If you need to send a printer in for a repair, please contact your account manager at your local office for the most appropriate way to proceed.

When a printer has to be sent to us, make sure to comply with the following:

- Pack the printer preferably in its original box. If you no longer have the original box, please make sure to pack it in an adequate size box with some form of protective material, to ensure that no damage is caused during transportation.
- Always include a small batch of original ticket stock (50-100 tickets). This enables our engineers to fine-tune the printer to your needs.
- Include a detailed fault description (explaining what fault you were experiencing, what it does not do/what the printer suddenly stopped doing).
- Make sure to inform us about your shipping and billing address, plus the name, telephone number, fax number and e-mail address of the contact person.

If one or more of the above is not done, this may lead to delays in repairing and returning your printer.