



IMPORTANT Touchretail Support Information

How do I contact Touchretail for Support?

We can be contacted either via our support Portal at support.touchretail.co.uk or by sending an email to support@touchretail.co.uk, you can also call during office hours on 0845 466 0323 for emergency support or to log a support call with us.

What does weekend support Cover?

Outside office hours (Mon – Fri 9am to 5pm) we do not offer our standard support.

We offer as a service to our customers Emergency Cover only, this is done voluntarily to give customers the peace of mind that should something happen which prevents them from Trading, they can get in touch with someone who can assist. If the issue is not business critical then we will ask you to call back during office hours. By Business critical we mean anything that prevents your business from Trading.

What does Touchretail Software support cover?

Maintenance of software developed by Touchretail

Updates to Touchretail software including enhancements and bug fixes

Support Assistance in the operation of Touchretail software

What is not covered by Touchretail Software support?

Any 3rd Party software, eg Microsoft Office, virus software etc

Operating system support, although we will try to help where possible to resolve issues if it is affecting the smooth running of our software.

What if I change my Hardware platform or reinstall the operating System?

Due to the complexity of our systems, reinstallation of Touchretail Software on new hardware should you decide to change the hardware platform for whatever reason is not covered.

We can provide this service but would be charged at our normal hourly rate and would need to be scheduled in with our installation team.

What if my Hardware completely breaks down?

As above, reinstallation of the software is not covered by our standard support contract so would be charged at our standard hourly rate, however in this instance, we would treat this as a priority to reinstall.

What if I have a fault on Hardware supplied by Touchretail?

Any Hardware PC's tills etc. usually come with a manufacturer's Warranty which is generally a return to base warranty. We will assist in the process of getting it returned to the manufacturer for repair or if you have paid for on Site Maintenance we will liaise with the company providing the on-site support to arrange for an engineer. We do not supply loan equipment during any period you may be without your hardware.

What if I have a fault on Hardware not supplied by Touchretail?

Hardware not supplied by Touchretail is not supported and you should refer any faults to the relevant supplier.

Final Comment

We will endeavour to help where possible in the cases outlined in this document. We advise that, where applicable, you should put backup systems in place, such as a preconfigured replacement POS system that you can ship to store in the event of emergency.