

Frequently asked Questions

Q What products can I register for CARE for life?

A You can register any current TallyGenicom colour or mono laser printer under this programme.

Q Where should I purchase my TallyGenicom laser printer from?

A We have a network of highly committed CARE for life partners who can advise you of the best printer for your application needs. Contact your local TallyGenicom sales office on 0800 652 8594 for details of your nearest supplier.

Q Can I register for CARE for life if I have bought my TallyGenicom laser printer from another supplier?

A Yes. Either contact us by telephone on 0800 652 8594 or register your printer on the dedicated CARE for life web site at www.tallygenicom.co.uk/careforlife and follow the on-line instructions. You will need the printer model number and serial number to do this.

Q Can I register my TallyGenicom laser printers that I purchased last year?

A Yes, but the CARE for life period will be dependent on how old the printer is already and is linked on a sliding scale on this basis. For example if the printer is 1 year old then TallyGenicom will offer CARE for life for the next 4 years on that machine.

Q If I have a problem with my laser printer how quickly can I expect you to fix it?

A CARE for life customers receive top priority from TallyGenicom's service team, and we guarantee you a next business day response. We are able to offer this because of the investment TallyGenicom has continually made in its service team across Europe.

Frequently asked Questions

- Q Do I need to switch purchasing of my laser supplies to the TallyGenicom CARE *for life* web shop?
- A *Yes, in exchange for offering you up to 5 years service free of charge we require you to purchase your TallyGenicom laser supplies from the dedicated web shop using your contract number as the password to gain access or direct from us by phone or fax. You will then get 10% discount on original TallyGenicom supplies (UK only)*
- Q Is the web shop secure, and when do I get delivery of my supplies and options?
- A *Yes, we use the latest web shopping security technology on the CARE for life web shop to ensure peace of mind for our customers. Orders placed before 2.00pm will be delivered by the end of the next business day.*
- Q Can I place orders by phone or fax if I prefer?
- A *Yes although these will need to be placed before 12.00 noon to guarantee next day delivery.*
- Q Can I transfer an existing service contract on my printers to CARE *for life*?
- A *Yes – if you have a service contract already in place with TallyGenicom this can be transferred to a CARE for life contract – please contact our CARE for life hotline on 0800 652 8594. If you have another service provider for your printer then you may still be able to switch to CARE for life on the expiry of that contract.*

