



If there are any typos or price mistakes in the menu which Epos Anytime has programmed for you, we must be notified within 7 days of when the menu was programmed so we can amend the menu for free. If we are notified after 7 days, this could lead to extra charges for amending the menu.

Software licenses which are purchased outright (lifetime license) come with 3 months support unless specified otherwise. This starts from the day you receive the ePos software. Any support required after 3 months is charged unless you're on a monthly support package.

Software updates are chargeable, unless you are on a monthly contact with Epos Anytime which includes them.

All ePos orders where hardware is involved, is dispatched on a next day (24hr) service in UK Mainland and 48-72 hours in NI & Ireland using courier services. However Epos Anytime is not liable if the delivery time is delayed, or if there is nobody to receive the parcel. All parcels must be signed for.

ePos Anytime strongly recommends you to login remotely to check your ePos menu before it is dispatched. This will allow you to check for any errors upon receiving the system.

A full ePos kit (Pos terminal, printer, cash drawer, caller ID & software) requires a minimum of 50% deposit to be paid initially when you place the order. The remaining amount must be paid before dispatch of the system.

Epos Anytime offers remote support 7 days a week up until 12am, for customers who are on a support package this is free, non-support customers would be invoiced. Support Hours:  
(Mon – Fri) – 10:00 – 17:30 by phone. After 17:30 all support is via live chat on our website [www.eposanytime.co.uk](http://www.eposanytime.co.uk) or via email [support@eposanytime.co.uk](mailto:support@eposanytime.co.uk)  
(Sat – Sun) – Available via live chat only on our website – [www.eposanytime.co.uk](http://www.eposanytime.co.uk) or via email [support@eposanytime.co.uk](mailto:support@eposanytime.co.uk)

Please note not all support queries can be solved on the weekend due to some engineers not being available.

Remote support only covers technical software issues, and does not include menu changes.

Any hardware not purchased from us cannot be supported.

If you're on a monthly contract for ePos software or an online ordering website, if a direct debit fails or is cancelled, Epos Anytime will at first attempt contact you via email or phone to resolve this. If this is not resolved within 3 days of contact, the software/website license will be automatically de-activated. There will also be a £25 admin charge for re-activation.

If you purchase the ePos software which includes a monthly contract (rental basis), the monthly contract is a minimum of 18 months unless agreed otherwise.

We program the software and menu on order, we strongly recommend you to check our software via our demo videos on our website before buying, or arrange a 1-1 demo with a member of our team. If you purchased Epos Anytime ePos software and are unhappy with it, no refunds can be given.

All hardware comes with a standard manufacturer back to base warranty, unless you purchased on-site warranty.

If you have a website from Epos Anytime and require a refund to your customer, a picture of the receipt of the order should be emailed to [accounts@eposanytime.co.uk](mailto:accounts@eposanytime.co.uk). If you do not have the receipt copy, then the order date and time, customers name and address must be sent to [accounts@eposanytime.co.uk](mailto:accounts@eposanytime.co.uk). Please note refunds are done within 1 working day (Mon-Fri) of receiving your email, and can take 2-4 days to show back in the customer's account due to bank processing times.