



Troubleshooting a Clover Device

1. Call Clover Support for device troubleshooting at 1-844-864-5450
2. If Clover is unable to resolve the issue and decides that the device requires replacement, Clover should send Streamline Payments an email at sales@streamlinepayments.com that includes:
 - a. The MID
 - b. The serial # of the device
 - c. A message stating that the device requires replacement
3. After Streamline Payments receives the email notification from Clover:
 - a. **For devices out of warranty:** Streamline Payments will notify the sales associate that a new device needs to be ordered.
 - b. **For devices in warranty:** Streamline Payments will contact the sales associate to confirm the serial # of the device to be swapped as well as the shipping address.

The next steps apply to in warranty swaps only:

4. Once the serial # and shipping address have been confirmed, Streamline Payments will submit a request to Fiserv to overnight the replacement to the merchant.
5. Once the replacement has been delivered, the following steps must take place immediately:
 - a. Remove the replacement device and return label from the box.
 - b. Ensure the swapped device has the same serial # as confirmed in step 3 and insert the broken device into the box and seal securely for shipping.
 - c. Apply the return label to the outside of the box.
 - d. Email sales@streamlinepayments.com a photo of the label & date the box was shipped.
6. ***IMPORTANT*** The broken device must be returned, using the included return label, within 30 calendar days from date shipped or Streamline Payments will be billed for non-returned equipment. That charge will be billed to you.

