

TeleCheck Warranty and Returned Checks Information

How do I submit a check for warranty?

Complete a warranty request form and submit the original check or bank-certified copy (IRD) to the address printed on the front of the form. Be sure to review the warranty requirements printed on the back of the form. We recommend that you keep copies of the checks and completed form you submitted for your records.

Why have I received a notice of non-compliance along with a returned check?

A notice of non-compliance means that one of the TeleCheck warranty requirements was not met. In order for TeleCheck to pay a warranty on an approved check, all of the requirements listed on the back of the request form must be met. If all TeleCheck warranty requirements are not met, TeleCheck will send you a notice of non-compliance along with the returned check for your business to collect.

My business uses both TeleCheck warranty services and TRS Recovery Services. I received a non-compliance notice, but did not receive the check. Where did the check go?

The notice of non-compliance was sent to advise you that the check did not meet the specified warranty requirements, and that the check has been forwarded to TRS Recovery Services for collection.

When will I receive my warranty reimbursement check?

Warranty checks are processed weekly or biweekly depending on the type of service agreement you signed with TeleCheck. Please keep in mind that all checks are processed in Aurora, Colo., and mail delivery times can vary.

The consumer is dissatisfied with my merchandise and has stopped payment on the check for which I have an approval code. Why won't TeleCheck warrant this check?

TeleCheck has agreed not to become involved in disputes between you and your customer over dissatisfaction with goods or services. Thus, when payment has been stopped because of such a dispute, TeleCheck will not warrant the check.

For more information, call 800-366-1054 to talk with a TeleCheck customer service representative.

