

# Customer Care Policy

## Intuit QuickBooks Point of Sale

### Installing and Upgrading

We offer free personalized assistance from an Intuit Support Professional for 12 months from the date of your initial product registration for all currently supported versions of QuickBooks Point of Sale(1) This support is intended to answer questions, help you troubleshoot installation problems and address any issues you encounter when:

- Downloading QuickBooks Point of Sale or installing QuickBooks Point of Sale from a CD.
- Installing or reinstalling QuickBooks Point of Sale on one or more computers that meet published system requirements for your QuickBooks Point of Sale product.
- Moving QuickBooks Point of Sale to a new computer that meets published system requirements for your QuickBooks Point of Sale product
- Creating a new company file or converting a company file from another QuickBooks Point of Sale product or certain other products
- Upgrading to the current version or latest release of your QuickBooks Point of Sale product.
- Installing Point of Sale Hardware sold by Intuit.
- Integrating Point of Sale with QuickBooks Financial Software for the first time
- Setting up Multi-Store Exchange in QuickBooks Point of Sale Pro Multi-Store

Additional assistance with setting up or using your QuickBooks Point of Sale system is always available on a per-incident basis or via a support plan. [Click here](#) or call 800-348-0254 to speak with a QuickBooks Point of Sale support professional.

### Error Messages and Product Defects

The QuickBooks Support web site has answers to all known error messages and product defects for each currently supported QuickBooks Point of Sale product (1). For immediate help at any time, go to the [support website](#).

We offer free personalized assistance from an Intuit Support Professional to help resolve error messages or defects in currently supported versions of QuickBooks Point of Sale in the following situations:

- Error messages or defects that do not have a documented resolution on the QuickBooks Point of Sale support site
- Error messages or documented solutions that tell you to Contact Technical Support

Support fees will not be waived for warning messages or errors caused by interaction with your operating system.

### Personalized Support

We offer personalized assistance from an Intuit Support professional on a per-incident basis or via a support plan, for currently supported versions of QuickBooks Point of sale. [Click here](#) or call 800-348-0254 to speak with a QuickBooks Point of Sale support professional.

Terms and conditions of support, features, pricing, and availability are subject to change at any time without notice.

Footnote:

- (1) Support is available only to registered users of currently supported version. Answers to common questions on discontinued products can be found by selecting Older Versions in the support website product selector.