



Support

Need Help?

We have you covered.

Experiencing issues with your Teguvar device? Help is close by. Choose the contact method that works best for you.

Log In & Submit a Support Ticket

New Users

[CREATE AN ACCOUNT](#)

or

Existing Users

[SIGN IN](#)

Signing up will give you complete access to the Teguvar Self Service Portal which will allow you to raise support tickets and track their status.

Email Our Support Team

support@teguvarcx.freshdesk.com

No time to create an account? No problem! Send our support team an email directly to create a ticket as a guest.

Call our Support Team

+1 (704) 909-7803

Want to talk to a real person? We got you. Give us a call at the number above Monday through Friday.

Chat with Our Support Team

OPEN CHAT

For a quick response during normal business hours Monday through Friday, try our support web chat below.

Support Services Available to You

Technical Support

Our US based Technical Support team is expertly trained on all our systems along with all supported software. This level of experience provides you an exceptional customer experience when assisting you with any technical issue you might be experiencing during setup or while operational.

- Service is complimentary to all our existing clients.
- The omnichannel communication format includes a customer portal, email, phone or chat.

Hardware Repair Services

In or out of warranty, it does not matter, Tegar customers receive support throughout the lifecycle of their hardware.

- You can start the repair process by contacting our Technical Support Department via Chat, Phone, or Email.
- When a repair request is made, you will first be routed to Tech Support to see if the issue can be solved remotely. If not, a RMA (Return Material Authorization) form will be sent to customers to begin Tegar in-house repair.
- There may be additional charges for out-of-warranty repairs.

Enhanced Technical Services

Tegar offers enhanced technical services to customers who require that extra level of service. You can elect to purchase the Expedited Returns Service or the Advance Hardware Replacement Program. Either program will get you back up and running sooner than our standard hardware repair service time frame.

- **Expedited Repair Service**
 - **System Update Service**
 - If you need added functionality / performance to your previously purchased Tegar Computer, we have a service to update your existing system.
 - If you need additional memory or a larger SSD on your Tegar Computer, we can assist you with our update service.
 - Call your Tegar Sales representative for a quote to upgrade your computer systems.
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