VERSION
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worldline
e-payment services

Service Conditions International Cards
(card payments by smartphone or tablet)

1. COMMON CONDITIONS

The Common Conditions International Cards shall apply to these Service Conditions International Cards. For the purposes of applying the Common Conditions, the following terms shall be defined as indicated below:

- Sales Voucher: the medium (e.g., email, SMS or paper ticket) used by the Payment Device to create a proof of the transaction.
- Payment Device means the payment terminal which, in addition to authorizing transactions, can also create Sales Vouchers and automatically send transactions to Worldline.

2. SCOPE

These Service Conditions International Cards cover all Card-based transactions accepted by the Merchant with a card reader attached to a smartphone or tablet, in a physical point of sale ("POS"). Bancontact / Mister Cash transactions, even when done with a Card that can also be used to perform Maestro transactions, are subject to other Service Conditions.

3. CARD NOT PRESENT

Until the Merchant has signed dedicated Service / Special Conditions, he shall refrain from accepting any "Card Not Present" transaction. Such Service / Special Conditions target specific sectors or activities (e.g., the hotel, travel and car rental sector, as well as internet sales).

4. VALIDATION OF TRANSACTIONS

The Cardholder can validate transactions in one of two ways:

- By entering the Secret Code:

  In this case, the Cardholder enters the Secret Code on the secured and dedicated keyboard of the Payment Device. After having entered the Secret Code, the Cardholder then needs to push the «OK» button on the Payment Device. The Merchant shall ensure that the Cardholder is given full discretion when entering the Secret Code.

  The transaction is only received by Worldline if so confirmed on the Payment Device's display. The Merchant shall provide the Cardholder a Sales Voucher relating to the transaction. If the Cardholder refuses to provide his personal contact details (which would render it impossible to send the Sales Voucher by email or SMS) and the Payment Device does not offer a possibility to create a printed Sales Voucher, then the Merchant shall provide a (possibly hand)written Sales Voucher that mentions the name and location of the Merchant, the transaction amount and currency, the transaction date, the Authorization Code received, the transaction type (sales or cancellation), as well as the Card type.
- Contactless payments :

  In the context of contactless payments, it is possible that the Cardholder is not required to confirm the transaction by using the keyboard of the Payment Device, but instead by confirming (e.g., by entering a Secret Code) on the Cardholder's own device, such as his smartphone or smartwatch. Depending on the parameters defined by the Merchant and/or the Card Scheme, it may also be the case with low-value contactless payments that no explicit validation is necessary to validate the transaction. The Merchant acknowledges that the lack of an explicit confirmation can more easily give rise to Cardholder disputes.

5. CANCELLING TRANSACTIONS

If the Cardholder has legitimate complaints about the goods or services sold, or if the Cardholder returns the goods for a legitimate reason, then the Merchant cannot refuse to exchange them or to perform a cancellation for the sole reason that the goods or services were paid with a Card.

The reimbursement shall only be performed through the Payment Device, by electronically reading the Card that was used to execute the initial transaction.

6. STORING SALES VOUCHERS

If the Payment Device offers the possibility to print Sales Vouchers, then the Merchant shall store these Sales Vouchers during a period of at least two years.

The Merchant shall in any case store the summary sheets (files) during a period of two years. Upon Worldline's written request, the Merchant shall send a complete and legible copy of the relevant evidence within a period of ten calendar days. If the Merchant fails to do so, Worldline shall be entitled to debit the merchant's account, in accordance with the Common Conditions.