

VERSION 2020/12

SPECIAL CONDITIONS PACKS

1. DESCRIPTION

1.1. The Merchant opts for a collection of services (hereafter called a "Pack") that will be offered as a global package by Worldline.

1.2. Worldline offers different types of Packs, which differ in the amount and type of services included, in order to best meet the different usage profiles of different types of merchants. Between the different types of Packs, specific amounts (e.g., regarding the number of transactions or payment terminals) may also differ.

1.3. The available Packs and their parameters and prices are explained in the accompanying documentation. This documentation shall constitute an integral part of the Order Form.

1.4. Per Pack configuration, different prices apply for surcharges (e.g., if the minimum or maximum amount imposed by a parameter would be exceeded).

2. PACKS

2.1. By accepting the Pack offer, the Merchant accepts that:

- Worldline shall apply blended merchant service charges (MSC) instead of merchant service charges that are individually specified between different categories and brands of payment Cards;
- the amounts of the merchant service charges, the interchange fee and the scheme fee will not be separately listed in the Contract.

More information regarding these charges can be consulted and downloaded at any time through Worldline's extranet.

3. MIGRATION TOWARDS OTHER PACKS

3.1. The Merchant has the right to migrate to other available Packconfigurations by submitting a new Order Form to Worldline.

3.2. The migration shall take effect on the first day of the next month, if a correct Order Form is received by Worldline at the latest on the fifteenth day of the month. If the Order Form is instead received on a later day of the month, then the migration shall take effect on the first day of the second month after the Order Form was submitted.

3.3. Migration towards a Packconfiguration with a lower monthly fee.

During the initial term, the Merchant has the right to migrate once to a Pack configuration with a lower monthly fee, provided that the Merchant pays three times the difference between the higher and lower monthly fee.

- After the initial term, the Merchant has the right, once per year, to migrate to a Pack configuration with a lower monthly fee. The Merchant shall not have the right to migrate to a Pack configuration with a lower monthly fee if the thencurrent Pack configuration was in force during less than six month.

4. TRANSACTION AVERAGE

4.1. Except if otherwise specified by a specific Pack configuration, the Merchant shall ensure that the average value of every transaction (calculated per month, across all its payment terminals) shall amount to at least 10 EUR.

5. MISCELLANEOUS

5.1. The Merchant accepts that the available Packs and their parameters can be changed from time to time by Worldline. Worldline shall use commercially reasonable efforts to migrate the Merchant to a similar Pack without any additional costs. If, however, the changes are simultaneously significant and detrimental for the Merchant, then the Merchant shall have the right to terminate the Pack free of charge, by sending a registered letter within one month.

6. APPLICABLE CONDITIONS

The Product/Service/Special Conditions below shall be part of the Contract if a Pack is ordered:

6.1. Blue Start:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Special Conditions SmartPay
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.2. Blue MStart:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Special Conditions SmartPay
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.3. Blue Trust:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Special Conditions SmartPay
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)
- Service Conditions Spaar & Pluk
- Service Conditions Gift, Loyalty & Prepaid Cards

6.4. Green Start:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Special Conditions SmartPay
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.5. Orange Resto:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Special Conditions SmartPay
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)
- Service Conditions Spaar & Pluk

6.6. Complete Start:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.7. Complete Start Debit

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.8. Complete Start Debit Basic

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.9. Complete MStart:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.10. Complete MStart Debit:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.11. Complete MStart Debit Basic:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.12. Compact Start:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.13. Compact Start Debit:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.14. Compact Start Debit Basic:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)

6.15. Comfort Resto:

- Product Conditions Payment Terminals
- Service Conditions Bancontact
- Special Conditions TINA
- Special Conditions Service Level Agreement Bancontact
- Common Conditions International Cards
- Service Conditions International Cards (desktop terminals and portable terminals)