

Terms & Conditions

These are the General Terms & Conditions of Payplaza B.V. located in Amsterdam at Vaalmuiden 7, under Chamber of Commerce number 52239233; hereafter "Supplier".

Context.

- i. Supplier is a daughter company of Payplaza Group B.V., hereafter "Payplaza".
- ii. Payplaza facilitates an intelligent and secure Platform that acts as gateway for transaction information between payment terminals & cash registers on one side, and acquiring banks & processors on the other side. This includes contract fulfilment (relating to the transaction processing of payment terminals) between end users of the payment terminal (e.g. a retailer) and the acquiring bank.
The secure Platform, compliant with the Regulations (see point 3), is a complex set of various shapes and applied aspects of software, hardware, web services and data communication connections.
The total functionality –and the continuity of it- is also dependant from other external organisations, such as (though not limited to) suppliers of data communication connections, acquiring banks and processors.
- iii. Supplier supplies (parts of the) functionality of the Platform, or related services, by various products (such as payment terminals) and services to clients such as (though not limited to) end users, resellers, agents and payment service providers.
- iv. It is important for the client and/or the end user of the payment terminal & cash register, that both functionality and continuity of the Platform are secured.

Conditions.

- 1. For all deliveries of products and services of Supplier, the Nederland ICT Terms & Conditions apply, as filed at the Chamber of Commerce under number 30174840 and which you can access through this link:
<https://www.dutchict.nl/wpcontent/uploads/2015/03/Nederland-ICT-Voorwaarden-2014-ENGELS.pdf>.
- 2. The client and/or end user needs to have a separate agreement ("SLA") with Supplier for use of the Platform and support at the acquired products and services.
- 3. Regulations. The Platform, the elements from it and its functionality, comply with all the relevant (inter) national regulations from governments, implementing agencies and parties involved regarding payment terminals and payment transactions; This includes secure storage, transport and processing of (parts of) the transaction details. Given the complexity of these Regulations, the source and the continuous extension or renewal of the associated certifications, Supplier shall -on request of the client- supply an overview of the applicable and available certifications at that time. Payplaza is at all times entitled to implement changes in the Platform and/or the overall service in case of changes in the Regulations.
- 4. All payment terminals have a warranty period of one year after delivery. Batteries and other accessories are warranted for three months. The warranty of the manufacturer of the hardware, applies to all other hardware with a minimum of the statutory period. Warranty is based on "carry in".

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