

# **General Terms and Conditions**

## **Trust Pay, a. s.**

Effective from **01.09.2025**

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## GENERAL PART

### Preamble

These General Terms and Conditions (hereinafter referred to as "**GTC**") are the commercial conditions of Trust Pay a.s., with its registered office at Za Kasárňou 1, 831 03, Bratislava, Company ID: 36 865 800 (hereinafter referred to as "**TrustPay**"), registered in the Commercial Register of the City Court Bratislava III, section: Sa, insert number: 4919/B, prepared in accordance with § 273 sub-paragraph 1 of the Commercial Code. TrustPay is providing payment services under a payments institution license issued by the National Bank of Slovakia (Imricha Karvasa 1, 813 25, Bratislava, Phone number: +421 2 578 71 111, E-mail: info@nbs.sk) under no. OPK-17093-1/2009, Financial Entities Register record available at <https://subjekty.nbs.sk/entity/3470/>.

The GTC establish the basic rights and obligations of the contractual relationship between TrustPay and its Clients and are binding for all participants of this contractual relationship from the day of the first expression of will by the Client or a person interested in TrustPay services, aiming to establish a contractual relationship with TrustPay. Furthermore, they establish the basic rights and obligations of the contractual relationship between TrustPay and other persons in accordance with the valid generally binding legal regulations of the Slovak Republic as well as with the Rules of Card Associations and Payment Method Operators Rules.

These GTC constitute an integral part of every contractual relationship between TrustPay and the Client and constitute an integral part of the Agreement between TrustPay and the Client unless the agreement specifies otherwise.

## SECTION A- DEFINITION OF TERMS

### 1. Definition of terms

For the purposes of these GTC and the legal relationship between TrustPay and the Client, the following definitions and terms are used with the following meanings:

- **3D Secure Authentication Fee** – represents a type of Scheme fee paid by TrustPay to Card Associations in accordance with Card Associations Rules.
- **Account Inactivity** – occurs if during a period of six consecutive calendar months, there has been no activity on the Payment Account by the Client (i.e., no incoming or outgoing payments) or if no payments have been received on the Client's Merchant Account within six (6) consecutive calendar months. The assertion of claims by TrustPay, such as fees, the offsetting of receivables, and others, is not considered account activity.
- **Acquirer** – is a financial institution authorized to process Card Transactions. TrustPay is a licensed Acquirer. If the term Acquirer is used in these GTC, it refers to TrustPay.
- **Acquirer Fee** (also "**Acquirer Margin**") – is a fee charged by TrustPay to the Merchant for accepting Card Payments.
- **Agreement** – a contractual relationship whose subject is the provision of payment services between TrustPay and the Client. These GTC are an integral part of the Agreement. Any provisions stipulated in a specific Agreement take precedence over the provisions of these GTC.

- **AML Act** – is Act No. 297/2008 Coll. on protection against money laundering and terrorist financing and on amendments to certain acts.
- **AML Rules** – are rules aimed at preventing money laundering and terrorist financing, governed by national legal regulations, especially the AML Law, legally binding acts of the European Union, recommendations of international organizations, and best practices.
- **Approved Account** – means the Client's account at a bank or other payment service provider, which the Client wishes to use for the purpose of Merchant Payout or in the event of termination of the contractual relationship to transfer the balance on Payment Accounts or Merchant Accounts. The Approved Account must be held at a Payment Service Provider in the EEA and in the Client's name. It can also be a payment account held at TrustPay in the Client's name.
- **Authentication Data** – means data used by the Client to log into various TrustPay technology systems.
- **Authorisation** – is the process of verifying a Card Transaction or Payment Transaction:
  - a) **for Card Transactions** – authorisation represents the process of verifying a Card Transaction (approval or rejection) at the level of TrustPay and the Issuer of the Payment card. The result of the verification of the Card Transaction is the assignment of an authorization code, not the crediting of funds to the Client's account.
  - b) **for Payment Transactions** – authorisation represents the consent of the Payer to carry out the Payment Transaction, including verification of access to the Payment account and special security features.
- **Authorisation Fee** – means a fee for each transaction sent for Authorization, regardless of whether the transaction is authorised by the Issuer.
- **Basic security measures** – measures the Client is obliged to adopt to protect their account and login credentials. Such measures cover all reasonable actions to safeguard the credentials and access to the payment instrument. These include in particular
  - a) using a strong, unique password;
  - b) not sharing login credentials, 2FA codes or one-time login codes with third parties;
  - c) not passing 2FA or one-time login codes through another person outside TrustPay's platform;
  - d) not recording 2FA codes, one-time login codes or passwords in unsecured places;
  - e) not using unsecured networks without protection;
  - f) reporting suspicious activity without undue delay.
- **Business Day** – is a day on which TrustPay and other institutions participating in the transfer of funds operate. Business Days do not include days of rest (weekends, national and other holidays, and days officially declared as days of rest).
- **Card Associations** – multinational entities that facilitate payment transactions through Payment Cards. For the purposes of these GTC, they are MasterCard, VISA, UnionPay, and Cartes Bancaires.

- a) **MasterCard** - represents MasterCard International, Inc. and related legal entities, and their legal successors and assigns.
  - b) **VISA** - represents, depending on the context, either Visa Inc. and/or Visa Europe Limited and related legal entities, and their legal successors and assigns.
  - c) **UnionPay** - represents UnionPay International, a subsidiary of China UnionPay, and their legal successors and assigns.
  - d) **Cartes Bancaires** - represents Le Groupement des Cartes Bancaires CB and related legal entities, and their legal successors and assigns.
- **Card Associations Rules** – represent the bylaws, rules, operational regulations, guidelines, and other instructions issued by the Card Associations, which may be supplemented or amended from time to time.
  - **Card Transaction** – any financial operation performed with a Payment Card, especially a payment for goods or services, executed through the TrustPay Gateway.
  - **Cardholder** – a natural person or legal entity to whose name the Payment Card has been issued.
  - **Chargeback** – means a Card Transaction dispute in accordance with the definitions of Card Association Rules or a payment dispute within the selected reversible Payment Method, if in accordance with the Payment Method Operator Rules.
  - **Chargeback Fee** – means the fee for Chargeback charged to Merchant by TrustPay.
  - **Client** – any natural or legal person who has a contractual relationship with TrustPay for the provision of payment services.
  - **Client Representative** – is a natural person, the statutory representative of the Client, who is authorized (or empowered) to enter into, modify, or terminate contractual relationships related to the provision of payment services. The Client Representative is entitled to terminate the Agreement, or the individual payment services associated with it, independently through Internet Banking or the Merchant Portal. The representative is authorized to create and cancel Signatories as well as determine the extent of their authorizations.
  - **Commercial Code** – the law of the Slovak Republic, Act No. 513/1991 Coll., Commercial Code, as amended.
  - **Complaints Procedure** – is a document prepared and published by TrustPay on the TrustPay Website, regulating the manner in which TrustPay Clients may complain about services provided by TrustPay as well as the manner of their resolution by TrustPay.
  - **Confidential Information** – refers to all information, facts, and data that are the content of the contractual terms between TrustPay and the Client or information, facts, and data regarding matters concerning the Client and TrustPay and their transactions, which the parties have become acquainted with during or in connection with the conclusion of the Agreement or the fulfillment of individual contractual terms; information on payment transactions and the use of financial resources through payment instruments and any other information related to the activities of either of the contracting parties that have a certain value and are capable of benefiting or harming TrustPay/Client, or which the party providing them designates as confidential or whose confidential nature arises from their nature or from circumstances known to the other contracting party.

- **Creditor Identifier (also "CID")** – is a unique identification data of the recipient (creditor) allowing the processing or rejection of SEPA Direct Debits, assigned by the registry administrator to the recipient of SEPA direct debits.
- **Cut-off time** – is 3:00 PM. It is the time by which TrustPay accepts Payment Orders for the same-day execution. Payment Orders received after the Cut-off time are considered received the next Business Day.
- **Domestic Transaction** – is a type of Intraregional Transaction where the Payment Card used to execute the Card Transaction is issued in the same country where the Merchant is registered.
- **EEA** – means the European Economic Area. The following countries are part of the EEA: Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Netherlands, Croatia, Iceland, Ireland, Liechtenstein, Lithuania, Latvia, Luxembourg, Hungary, Malta, Germany, Norway, Poland, Portugal, Austria, Romania, Slovakia, Slovenia, Spain, Sweden, Italy.
- **EEA Transaction (also "Intra-regional Transaction")** – is a Card Transaction that meets both of the following conditions:
  - a) The Payment Card used to make the Card Transaction was issued within the EEA, and
  - b) The country where the Merchant is registered belongs to the EEA.
- **€STR** – means the reference interest rate for overnight interbank loans in EUR, published by the European Central Bank.
- **Fee** – TrustPay charges fees for its services according to the Fee Schedule and the Agreement. Types of fees are specified individually in each definition of terms in these GTC or in the Agreement.
- **Fee Schedule** – is a document containing an overview of fees for services provided by TrustPay to the Client. This document is an integral part of these GTC and is published on TrustPay Website.
- **Integration** – the process of technical connection of the Client's Website to the TrustPay Gateway. Integration must be carried out by the Client, at their expense, and in accordance with the Integration API manual.
- **Integration API (Application Programming Interface) Manual** – is a technical specification and a set of technical data and documents required for the Integration process and the connection of the TrustPay Gateway to the Merchant's website and other technical standards related to TrustPay technology. The Integration API manual is provided by TrustPay, and its current version is published on TrustPay Website. TrustPay is entitled to change the Integration API manual at any time.
- **Interchange Fee** – is the fee paid by the Acquirer to the Issuer for processing a Card Transaction.
- **Internet banking** – a secure environment provided by TrustPay connected to the internet network, where the Client can, after successful login and Authorization, perform Payment Orders, check the status of their Payment Account, review the list of payments, and communicate with TrustPay.
- **Interregional Transaction** – is a Card Transaction that is not an Intraregional Transaction.
- **Issuer** – means an entity licensed by the Card Associations to issue Payment Cards.
- **Merchant** – A client who utilizes Payment Acceptance services through the TrustPay Gateway.

- **Merchant Account** (also referred to as "**Merchant ID**" in the Agreement) – is a technical account of the Merchant is maintained at TrustPay, to which payments received through the TrustPay Gateway are credited when using the Payment Acceptance service. Fees and other authorised claims by TrustPay are settled from the Merchant's account. The Client is not allowed to submit Payment Orders for Payment Transactions from the Merchant's account, except for Refunds. The Merchant Account is also used for Merchant Settlement and Merchant Payout. For the avoidance of doubt, a Merchant Account under these GTC does not qualify as a Payment Account under the Payment Services Act.
- **Merchant Fee** – means any fee charged to the Merchant by TrustPay according to the Agreement or the Fee Schedule.
- **Merchant Payout** – denotes the payout of the Merchant's account balance to the Approved Account, with a frequency agreed upon in the Agreement or these GTC.
- **Merchant Portal** – is a web portal designed for the Merchant, operated by TrustPay, providing the Merchant with a comprehensive overview of payments received through various Payment Methods. The Merchant Portal is a part of TrustPay technology.
- **Merchant Settlement** – refers to the process in which TrustPay releases the processed payment, credited to the Merchant Account, for the purpose of Merchant Payout. Merchant Settlement is carried out with a delay compared to the date when the transaction was processed, depending on the Payment Method, in accordance with the specific conditions outlined in these GTC for the respective Payment Method, or the Agreement.
- **Merchant Set-Up Fee** (also known as "**Merchant Registration Fee**") – refers to the initial non-refundable fee charged to the Merchant by TrustPay.
- **Minimum Monthly Fee** – is the minimum amount of fees that TrustPay is entitled to in connection with the provision of its services. If the total amount of other collected fees for a calendar month does not reach at least the amount of the Minimum Monthly Fee, TrustPay charges the Minimum Monthly Fee. If the total amount of other collected fees for a calendar month reaches at least the amount of the Minimum Monthly Fee, TrustPay does not charge this fee.
- **Monthly Fee** – is the fixed fee charged to the Client by TrustPay on a monthly basis.
- **Non-compliance Penalty** – means any and all fees, charges, fines or penalties imposed on TrustPay by any regulatory body, governmental authority, Card Association and/or Payment Method Operators as a consequence of the Merchant's violation of the applicable laws and regulations, Card Associations Rules and/or Payment Method Operator Rules.
- **Payment Acceptance** – a service provided by TrustPay, allowing the Merchant to accept Transactions through the TrustPay Gateway or other TrustPay Technology using various Payment Methods.
- **Payment Account** – an account established by TrustPay for the Client for the purpose of providing payment services, enabling the execution of Payment Transaction according to TrustPay rules. For the avoidance of doubt, Payment Account under these GTC qualifies as a Payment Account under the Payment Services Act.
- **Payment Card** – a payment instrument intended for making payments for goods or services, issued by the Issuer under a license of one of the Card Associations.



- **Payment Method** – means the way a payer makes a payment to the Merchant for goods and services. TrustPay supports various types of payment methods.
- **Payment Method Operator** – an entity that provides a specific Payment Method and ensures its secure and proper functioning in accordance with its rules.
- **Payment Method Operator Rules** – represent a set of regulations and guidelines that specify instructions, procedures, and restrictions related to the use of a Payment Method, created by Payment Method Operators to regulate their use.
- **Payment Transaction** – any transfer of funds between different payment accounts and/or bank accounts. Payment Transactions can be:
  - a) **Internal** – performed between accounts held with TrustPay.
  - b) **External** – carried out between an account held with TrustPay and an account held with another payment service provider.
- **Payment Order** – means an unconditional and explicit instruction from the Payer or Client to TrustPay to execute a Payment Transaction or to otherwise deal with the funds in the Payment Account, unless agreed otherwise. Types of Payment Orders are:
  - a) **Bulk Payment Order** – is the import of outgoing Payment Orders from a Client's account held at TrustPay, entered through TrustPay Internet Banking. TrustPay supports this functionality for selected currencies.
  - b) **Direct Debit (SEPA Direct Debit)** – is a type of Payment Order executed by the Payer's Payment Service Provider at the Client's request.
  - c) **Single Payment Order** – is an unconditional and definite instruction from the Client to perform a Payment Transaction.
  - d) **Standing Order** – is a recurring Payment Transaction set up by the Client in TrustPay Internet Banking in a specified amount and frequency.
- **Payment Services Act** – the law of the Slovak Republic, Act No. 492/2009 Coll., on payment services and on amendments and supplements to certain laws, as amended.
- **Payment Service Provider** – refers to:
  - a) a bank, a branch of a foreign bank,
  - b) a payment institution and an electronic money institution, and also a branch of a foreign payment institution and electronic money institution,
  - c) any other similar financial institution providing payment services.
- **Payout Fee** – refers to the fee charged to Merchant for each Merchant Payout.
- **PCI Standards** – a set of rules for protecting cardholder data issued by the PCI Security Standards Council.
- **Personal Data** – any information related to an identified or identifiable individual (data subject) in accordance with Act No. 18/2018 Coll., on the protection of personal data, as amended.



- **Politically Exposed Person** – an individual who holds a significant public function and meets the requirements set by AML Rules, as well as an individual closely related to them according to AML Rules.
- **Recurring Transactions** – refer to transactions that have been pre-authorized by the Payer, and for which goods will be repeatedly delivered or services provided to the Merchant at a certain periodicity without the need for obtaining the Payer's additional consent.
- **Refund** – is the return of a processed payment/transaction by the Client. TrustPay may perform a Refund at the Client's request.
- **Refund Fee** – is a Fee charged for each Refund.
- **Scheme Fees** – are fees paid by the Acquirer to the Card Association as compensation for processing Card Transactions.
- **SDD Mandate** (or "**Mandate**") – is the payer's consent to debit funds from the payer's EUR denominated account via SEPA Direct Debit. The Mandate must comply with the requirements of the Payment Method Operator.
- **SEPA** – stands for Single Euro Payments Area, meaning a single payment area for the euro. SEPA includes all EEA countries, as well as Andorra, Monaco, San Marino, Switzerland, the United Kingdom of Great Britain and Northern Ireland, and the Vatican.
- **Signatory** – is a person authorised by the Client's Representative in a manner required by TrustPay and relevant security regulations, for various activities related to the management of the Payment Account or Merchant Account. A Signatory may have different types of access and associated permissions. Depending on the type of access, TrustPay is entitled to request, among other information, the identification documents of the Signatory.
- **Transaction Documentation** – represents a set of information and supporting documents proving the lawful purpose and economic essence of the transaction and its fulfillment by the Client. TrustPay is entitled to request Transaction Documentation for any transaction from the Client, which should at a minimum contain and demonstrate:
  - a) the customer/counterparty's name;
  - b) identification and detailed specification of goods or services;
  - c) the date of order, dispatch, and delivery of goods or services;

The scope of required information and documents is determined by TrustPay at its discretion.

- **Transaction Fee** – a Fee charged by TrustPay to the Merchant for received Transactions related to using the Payment Acceptance service, in accordance with the Agreement or the Fee Schedule.
- **Transaction Tax** – a tax imposed under the law of the Slovak Republic, Act No. 279/2024 Coll. on Financial Transaction Tax, as amended (hereinafter referred to as "**Transaction Tax Act**").
- **TrustPay** – a business company Trust Pay a.s., with its registered office at Za Kasárňou 1, 831 03 Bratislava, Slovak Republic, Company ID: 36 865 800, registered in the Commercial Register of the City Court Bratislava III, section: Sa, insert no.: 4919/B, which is a legal entity authorised to provide payment services in accordance with the license issued under the Payment Services Act.

- **TrustPay Gateway** – refers to the payment gateway operated by TrustPay, which enables the acceptance of payments for goods and services offered on the Merchant's Website. The Merchant can integrate the TrustPay Gateway for accepting various Payment Methods simultaneously or just for one type of Payment Method. The TrustPay Gateway is part of TrustPay technology. The TrustPay Gateway can be used after Integration with the Merchant's Website in accordance with the Integration API Manual.
- **TrustPay Technology** – includes any software and programs that TrustPay provides to its Clients, mainly for the purpose of processing payments made by various Payment Methods supported by TrustPay, including but not limited to:
  - a) TrustPay Gateway,
  - b) Merchant Portal,
  - c) Internet Banking.
- **TrustPay Website** – is the official website of TrustPay, operated on various domains, namely [www.trustpay.sk](http://www.trustpay.sk), [www.trustpay.eu](http://www.trustpay.eu), [www.trustpay.cz](http://www.trustpay.cz), and [www.trustpay.pl](http://www.trustpay.pl).
- **Two-factor authentication (2FA)** – a security mechanism that requires two independent methods to verify a user's identity when signing in to a system.
- **Ultimate Beneficial Owner** – a natural person who effectively controls the Client and/or who ultimately owns the Client, in accordance with AML Rules.
- **Unauthorized Payment Transaction** – is a Payment Transaction that was executed from the Client's Payment Account but was not authorised by the Client.
- **Unidentified Payment** – an incoming payment that TrustPay records but cannot be attributed to a specific Client's Payment Account or Merchant Account due to missing or incorrect information. If additional identification of the payment is not possible, TrustPay returns this payment to the Payer.
- **Unique Mandate Reference** (also referred to as "UMR") – is a unique identifier identifying the Mandate between the Payer and the Merchant as the recipient of SEPA Direct Debit.
- **Unusual Business Transaction** – is a legal act or other transaction that suggests that its execution could lead to the legalization of proceeds from criminal activity or the financing of terrorism.
- **Website** – denotes a specific internet domain within which the goods/services/digital goods of a given Merchant are presented; Websites also include all lower-level domains.

## SECTION B – BASIC PROVISIONS

*The purpose of this section is to provide a legal framework for the contractual relationship between TrustPay and the Client, regardless of the type of service provided. The provisions of this section apply to all Clients unless otherwise agreed in the Agreement.*

### **1. Establishment and termination of the contractual relationship**

- 1.1.** Contractual conditions are understood to be the conditions of the Agreement between TrustPay and the Client concluded in accordance with the GTC, Fee Schedule, or other documents in their effective version.
- 1.2.** An Agreement between the Client and TrustPay can be concluded for a definite or indefinite period in the following ways:
  - a)** by a written (paper) Agreement signed by both (all) contractual parties and physically delivered to TrustPay, or
  - b)** by a written Agreement delivered electronically via email and electronically signed in a manner approved by TrustPay, or
  - c)** through Online boarding. Online boarding is the online registration of the applicant through the electronic form of TrustPay located on the TrustPay Website. The applicant fills in the required information and agrees to all conditions of the future contractual relationship.
- 1.3.** The contractual relationship is established:
  - a)** by the delivery of signed Contracts by the Client and TrustPay, according to the previous point 1.2. letters a) and b), or
  - b)** by TrustPay's approval of the Client's online application according to point 1.2. letter c).
- 1.4.** The Agreement between TrustPay and the Client terminates based in the following cases:
  - a)** by agreement of the contractual parties,
  - b)** upon the expiration of the term for which the Agreement was concluded,
  - c)** by withdrawal from the Agreement for statutory reasons,
  - d)** by the dissolution of TrustPay or the Client without a legal successor,
  - e)** by the termination of TrustPay's license to operate payment services,
  - f)** by termination by one of the contractual parties for reasons set out below.

- 1.5.** TrustPay is entitled to unilaterally terminate the Agreement at any time, without stating a reason. The notice period starts from the first day of the month following the delivery of the written notice. The general notice period is two (2) months from TrustPay, unless contractually specified otherwise. Notice can only be delivered by mail, email, or via Internet Banking or the Merchant Portal.
- 1.6.** The Client is entitled to terminate any Agreement with TrustPay, without stating a reason, by:
- a)** written notice delivered via email or mail, with a notice period of one (1) month,
  - b)** through Internet Banking, if the Client has an open Payment Account at TrustPay. In this case, the notice of termination of the Agreement is given by the Client Representative, with immediate effect,
  - c)** through the Merchant Portal. In this case, the notice of termination of the Agreement is given by the Client Representative, with immediate effect.
- 1.7.** TrustPay is entitled to terminate any Agreement with the Client with effect from the day of delivery to the Client if:
- a)** There has been Account Inactivity for a period of 6 months.
  - b)** The Client breaches the Agreement or contractual conditions or acts in contradiction to the GTC and fails to rectify this within the period provided by TrustPay.
  - c)** TrustPay suspects that the Client, Client Representative, or any other person authorized to act on behalf of the Client has acted contrary to generally binding legal regulations, good morals, principles of fair business practices, AML Rules, or significant changes have occurred in the Client's circumstances that do not guarantee the fulfillment of the obligations of the Client as per the Agreement.
  - d)** If the balance of the Payment Account or Merchant Account is negative. The right to collect debt that has arisen is unaffected by termination.
  - e)** Circumstances occur on the Client's side that may affect the fulfillment of the Client's obligations to TrustPay (proposal to declare bankruptcy, proposal to initiate restructuring, proposal to initiate execution proceedings, entry into liquidation, initiation of criminal prosecution, etc.).
  - f)** Any of the Card Associations, Payment Method Operator, Slovak Police, or the National Bank of Slovakia or any other authorized institution orders/recommends TrustPay to terminate cooperation with the Client.
  - g)** Any information received by TrustPay concerning the Client is unsatisfactory, untrue, or incorrect according to TrustPay's subjective discretion.
  - h)** The Client allows the use of TrustPay technology for the benefit of a third party or by a third party other than the payer without the prior consent of TrustPay, or if the Client processed transactions for the benefit of an unknown entity or an unapproved Website that was not previously announced and was not approved by TrustPay.
  - i)** A disproportionate increase in Chargebacks is recorded (according to TrustPay's discretion or the Rules of Card Associations or Payment Method Operators) or there are repeated Chargebacks related to the Client's transactions.

- j) If the ratio of fraudulent transactions, or the ratio of disputed transactions, to the total volume of processed transactions is considered unreasonably high by TrustPay's subjective judgment.
  - k) Fraudulent conduct by the Client is proven, or criminal prosecution for fraudulent activities by the Client or their employees has been initiated.
  - l) The Client collects Payment Card details without prior consent from TrustPay and/or if it fails to meet PCI Standards.
  - m) The Client processes transactions that do not correspond to its declared business activity and/or transaction history, or carries out high-risk transactions not in accordance with the Agreement, or if the client acts in contradiction to these GTC, and/or with generally binding legal regulations. These transactions may include, for example, unexpected increases in transaction volume, the amount of individual transactions, or their geographical origin not corresponding to the declared business activity by the Client.
  - n) The Client breaches Article 4.7 or Article 11.9, Section A- Payment Acceptance service conditions, of the Special Part of these GTC below.
- 1.8.** In the event of termination of the contractual relationship, the Client shall designate the Approved Account. TrustPay reserves the right to refuse a specific bank account that is not an Approved Account. TrustPay will transfer the balance based on the Client's request to send the balance to the Approved Account only if the balance on the Payment Account or the balance on the merchant account is higher than 10 EUR.
- 1.8.1.** If the Client does not designate an Approved Account to which the balance on the Payment Account or the balance on the Merchant Account will be transferred after the termination of the contractual relationship, TrustPay will record this balance on the TrustPay collection account until the expiration of the claim for its payout and will not accrue interest on it.
- 1.9.** In the event that there are grounds for immediate termination of the Agreement, TrustPay is entitled to suspend (turn off) the services provided to the Client immediately upon discovering such reasons, even if TrustPay has not yet terminated the Agreement or has terminated it without stating a reason.
- 1.10.** With the termination of the Agreement, all Payment Accounts and/or Merchant Accounts of the Client at TrustPay linked to the Agreement shall cease to exist. In the event that the Client has multiple Payment Accounts and/or Merchant Accounts, individual accounts may be independently cancelled based on a notification from TrustPay or the Client Representative, provided that the other Payment Accounts and/or Merchant Accounts remain active.
- 1.11.** In these GTC and other legal documents of TrustPay, unless expressly specified otherwise and the context does not explicitly exclude such interpretation:
- a) The term "person" includes both a legal and a natural person.
  - b) The plural form also refers to the singular, and vice versa.
- 1.12.** The Client is entitled, at any time during the term of the contractual relationship with TrustPay, to request the provision of the Agreement or any other information to which they are entitled

pursuant to the Payment Services Act, in either paper or electronic form, through any of the available communication channels specified in these GTC, based on the Client's preference.

## **2. Communication**

**2.1.** Communication between TrustPay and the Client is only possible in the following ways:

- a)** via Internet Banking (this option is available to Clients who have opened a Payment Account at TrustPay),
- b)** via the Merchant Portal (this option is available to Clients who have access to the Merchant Portal),
- c)** by telephone to the number listed on the TrustPay Website,
- d)** by email to the email address listed on the TrustPay Website,
- e)** by post to the address listed on the TrustPay Website.

**2.2.** Any communication between the Client and TrustPay primarily takes place via Internet Banking and/or the Merchant Portal. The Contracting Parties are entitled to use other forms of communication as an additional means of communication.

**2.3.** In the case of communication via Internet Banking, the Merchant Portal or e-mail the message is considered delivered the following Business Day.

**2.4.** During phone communication, the Client is verified using various Signatory details.

**2.5.** TrustPay reserves the right not to communicate about certain matters relating to the Client via email or telephone if TrustPay does not consider it secure.

**2.6.** In case of documents delivered by post, any documents are delivered to the address of the other contracting party stated in the Agreement as amended. When delivering documents by post, the documents are considered delivered domestically on the third day after sending and abroad on the seventh day after sending unless an earlier delivery date is proven. In case of refusal to accept the shipment, the shipment is considered received on the day of refusal to accept. If the shipment is not collected within the collection period, it is considered delivered on the day the collection period expires, even if the recipient did not learn about the storage. In the case of undeliverable shipments, the shipment is considered delivered on the third day after the undelivered shipment is returned to the other contracting party, even if the recipient does not learn about it.

**2.7.** The Client agrees that TrustPay or third parties necessary for the provision of services may record, even without prior notice, any communication occurring between TrustPay and the Client via any available technical means and archive all such records, as well as copies of all information and documents that TrustPay receives from the Client. The Client agrees that TrustPay is authorised to use this information at any time for the purposes stated in the contractual conditions or to ensure the contractual conditions.

**2.8.** In the event TrustPay becomes aware of suspected fraud, actual fraud, or security threats requiring notification of the Client, TrustPay shall notify the Client via email. If, for any reason, email communication is not possible, TrustPay shall use one of the communication channels specified in this article.

- 2.9. Communication between TrustPay and the Client during the term of their contractual relationship is conducted either in English or Slovak language, unless the parties agree otherwise.

### **3. Currency and Accuracy of Data**

- 3.1. The Client is required to provide all information and supporting documentation requested by TrustPay without unnecessary delay, to carry out due diligence in accordance with AML Rules and all obligations arising from them are met. In the event that the Client fails to provide the requested information and documents, TrustPay is entitled to reject the Client's application and not to establish a contractual relationship, to terminate an existing contractual relationship, or to refuse to provide payment services.
- 3.2. For the purpose of identifying payments in accordance with AML Rules and particularly the AML Law, the Client gives consent for TrustPay to contact the Client for explanations of these transactions and to provide supporting Transaction Documentation if payments occur on the Payment Account or Merchant Account of the Client which TrustPay assesses as potentially risky or unusual. The Client's refusal to provide such information, or provision of information in an insufficient manner, is considered a serious breach of these GTC.
- 3.3. The Client commits to promptly provide TrustPay with all important and decisive information or changes in already provided information and documents concerning the economic and legal status of the Client or other important information concerning the Client, its Representatives, Ultimate Beneficial Owners, or other persons authorised to act on behalf of the Client as soon as such information becomes known to the Client, even if it has not yet become legally valid.

### **4. Fees**

- 4.1. For its standard services, TrustPay charges fees according to the Fee Schedule and Agreement. For non-standard fees and services not defined in these GTC and/or in the Agreement and the Fee Schedule, TrustPay charges the Client individually determined fees, about which the Client will be informed before using such services.
- 4.2. For the purpose of paying fees, TrustPay is authorised to offset these claims against the funds in any Payment Account of the Client, including funds that are subject to Merchant Settlement, at any time.
- 4.3. In the event that the Payment or Merchant Account of the Client is denominated in a different currency than the one in which TrustPay charges fees, the fee is charged in the currency in which the account is denominated after conversion at the rate set by TrustPay.
- 4.4. Funds in Payment and/or Merchant Accounts at TrustPay do not earn positive interest. In the event that the €STR reaches negative values, TrustPay is authorised to charge negative interest on funds held in Payment and/or Merchant Accounts denominated in EUR in accordance with the Fee Schedule.
- 4.5. In the case of exchanging funds in the Payment or Merchant Account or during other foreign exchange operations, the exchange rate set by TrustPay will apply.

### **5. Set-off of claims**



- 5.1. TrustPay has the right, in relation to the Client, to set off any of its claims, including legally unenforceable ones, against any claims the Client may have against TrustPay of the same kind, regardless of whether they are due, barred by limitation, conditional or unconditional, regardless of the legal relationship from which they arise and when they arose, as well as TrustPay's claims that cannot be asserted in court, at any time, without prior notice.
- 5.2. For the purpose of setting off the claims mentioned in the preceding point, TrustPay is authorised to use funds in the Payment Accounts or the Merchant Account of the Client regardless of whether these claims arose in connection with these services or otherwise. TrustPay's right to set off its claim takes precedence over executing any instruction to provide a payment service.
- 5.3. TrustPay is authorised to set off claims denominated in different currencies, even if these currencies are not freely convertible, at the exchange rate set by TrustPay on the date of set-off.
- 5.4. The Client is entitled to assign its claim against TrustPay or transfer its obligation under the Agreement to a third party or otherwise deal with them, including creating any form of security interest in such claims, only with the prior written consent of TrustPay.
- 5.5. The Client acknowledges that TrustPay is entitled at any time to transfer its claims against the Client to third parties without the consent of the Client.

## 6. Blocking of funds

- 6.1. TrustPay is authorised to block access to funds in the Client's Payment Account or Merchant Account for a necessary period in the event of:
  - a) obligations arising from applicable generally binding legal regulations,
  - b) based on the decision of authorised bodies,
  - c) suspicion that the funds in the Payment and/or Merchant Account are intended for the commission of a criminal act, originate from criminal activity, or from participation in criminal activity,
  - d) suspicion of misuse of the Client's and/or Signatories' Authentication Data,
  - e) if the Client falls into delay with fulfilling its obligations according to the Agreement,
  - f) declaration of bankruptcy on the Client's assets, initiation of the Client's restructuring, cancellation of the proposal for bankruptcy declaration due to a lack of financial means for the remuneration of the bankruptcy estate administrator, the Client entering into liquidation, or disproportionate increase of the Client's solvency risk in a short period,
  - g) for the purposes of Corrective settlement,
  - h) excessive number of complaints of Payment Transactions, Card Transactions, and/or other received payments regardless of the Payment Method,
  - i) reasonable suspicion of fraudulent conduct by the Client in receiving payments or if criminal prosecution for fraudulent conduct by the Client in connection with receiving payments has already been initiated.

## 7. Corrective settlement

- 7.1. TrustPay is responsible for the correct settlement of the Payment Transaction and/or any other received payment regardless of the Payment Method type, provided that the Client meets all the conditions set for its execution.
- 7.2. In the event that there was an incorrect settlement of the Payment Transaction and/or any other received payment regardless of the Payment Method type, TrustPay will carry out a corrective settlement on its own initiative, at the request of another Payment Service Provider, or at the request of the Client without undue delay after becoming aware of such a fact. The liability of TrustPay and the right to compensation for damage under the Payment Services Act are not affected by this.
- 7.3. In the event that TrustPay credits funds in favor of the Client and is later contacted by the payer's Payment Service Provider or the Payment Method Operator through which the payment was made, with a request for a refund, TrustPay will contact the Client with this request. If the Client agrees to refund the funds, these funds will be deducted in full from the Payment Account or Merchant Account of the Client. If the Client does not consent to the refund, the sender's Payment Service Provider will be contacted and informed of the rejection of their request, and the Client's identification details will be provided to the sender's Payment Service Provider. The provisions relating to Chargeback are not affected by this provision.
- 7.4. TrustPay will return the funds credited to the Payment Account or Merchant Account of the Client to the sender's Payment Service Provider or another institution/body if it is obliged to do so based on a legally decision of a court decision, state authority, public administration, or valid legal regulations. Any exchange rate differences in such a case are at the expense of the person who committed the erroneous transfer order or incorrect settlement.
- 7.5. If the Client due to their own error in the Payment Order sent funds to a different account than intended or identifies the Payment differently than intended, is has no right to corrective settlement or any compensation for damages from TrustPay.
- 7.6. In case of a mistakenly processed Payment Transaction by TrustPay due to an error other than a Client-side error, TrustPay will subsequently make corrections in accordance with contractual and legal requirements.
- 7.7. In the event of an unauthorised Payment Transaction, the Client must notify TrustPay no later than within thirteen (13) months from the date of debiting funds from the Payment Account or crediting funds to the Payment Account, in accordance with § 9 of the Payment Services Act. TrustPay's liability in relation to unauthorised Payment Transactions shall be governed by § 11 of the Payment Services Act.
- 7.8. In the case of an unauthorised Payment Transaction, the Client shall bear the loss up to a maximum amount of EUR 50, unless the Client has breached any of the Basic Security Measures - in such case, the Client shall bear all losses resulting from the unauthorised Payment Transaction. For the avoidance of doubt, the Client's liability for unauthorised Payment Transactions shall be governed by § 12 of the Payment Services Act.
- 7.9. In the event of non-execution, defective execution, or delayed execution of a Payment Transaction caused directly by TrustPay, TrustPay's liability shall be governed by § 22 and § 22a of the Payment Services Act.

## 8. Liability for Damages

- 8.1.** By accepting these GTC, the Client declares that they are aware that TrustPay is a Payment Service Provider. Under no circumstances does TrustPay act as a seller, buyer, supplier, or distributor of goods and services purchased at the Merchant. Under no circumstances is TrustPay liable for the delivery, quality, safety, or legality of goods and services purchased through Payment Methods supported by TrustPay.
- 8.2.** TrustPay is not liable to the Client, the Client's customers, and any other person in the following cases:
- a)** any damages or liability arising in connection with the retention of the Customer's Payment Card by the Client or in connection with an attempt to do so;
  - b)** any damages or liability caused in connection with the breach of these GTC and/or the Agreement by the Client;
  - c)** any damage caused by a failure in processing or rejection of the payment service due to a software error (other than TrustPay Technology), regardless of the software owner;
  - d)** interruption or termination of TrustPay services for any reason, except in the case where TrustPay fails to remedy defects in TrustPay Technology;
  - e)** TrustPay is not liable for any loss of income, indirect, special, or consequential damages caused to the Client or third parties as a result of these GTC or in connection with the provision of services under these GTC and the Agreement.
- 8.3.** Under no circumstances is the Client entitled to claim compensation from TrustPay for damages exceeding the value of the Fees charged to the Client by TrustPay during the six calendar months immediately preceding the fact establishing the Client's claim for damages compensation. This provision shall not apply in cases and to the extent that such limitation would be prohibited under the Payment Services Act.
- 8.4.** The Client agrees to indemnify TrustPay and compensate for any damage, third-party claims, liabilities, and any expenses, including legal service expenses (regardless of the provider of these services), arising as a result of any of the following reasons:
- a)** The Client breaches these GTC and/or the Agreement;
  - b)** Actions or omissions of the Client;
  - c)** The Client breaches any instructions or directives from TrustPay, Payment Method Operator Rules, Card Associations Rules, or relevant laws and generally binding regulations;
  - d)** TrustPay receives a fine from Card Associations, Payment Method Operators, from the regulator, or any other fines imposed on TrustPay in connection with the Client's actions. In the case that a fine is imposed in connection with the actions of several Clients, TrustPay will divide and charge the value of this fine to the Clients proportionally;
  - e)** In case of any dispute about the quality, conditions, or delivery of goods and the quality of services provided by the Merchant;

- f) In case of fraud or dishonest conduct by the Client or its employees, legal successors, agents, or other persons acting on behalf of the Client;
- g) Copying, imitating, or modifying the intellectual property of TrustPay, Card Associations, or Payment Method Operators;
- h) Unauthorized or prohibited Card Transactions or Payment transactions.

## **9. Protection of Personal and Confidential Information**

- 9.1. TrustPay and the Client are aware that in the performance of their rights and obligations arising from with the contractual relationship governed by the Agreement, they may mutually provide each other with Confidential Information. The receiving party commits to ensure the secrecy of such Confidential Information from any third party at a level of professional care and to refrain from using it for their own benefit. The obligation of the parties contained in this article does not expire even after the termination of the Agreement.
- 9.2. The parties commit not to use Confidential Information for themselves and/or for third parties without the prior consent of the other contractual party, not to provide it to third parties, nor to allow access to the Confidential Information by third parties unless these GTC or the Agreement stipulate otherwise.
- 9.3. The Client commits to maintain confidentiality of the data concerning payments received through the TrustPay Gateway and the terms of the Agreement, during the term of the Agreement and after its termination.
- 9.4. The Client agrees that TrustPay may provide Confidential Information to the following persons to the necessary extent:
  - a) persons who have an ownership interest in TrustPay,
  - b) persons in which a person according to letter a) of this provision has an ownership interest,
  - c) persons in which TrustPay has a ownership interest,
  - d) persons in which a person according to letter c) of this provision has an ownership interest,
  - e) persons in which a person according to letter b) or d) of this provision has an ownership interest,
  - f) persons with whom TrustPay cooperates in the enforcement of its claim, or whom it has authorized to enforce its claim against the Client or part of it,
  - g) persons to whom TrustPay assigns, or intends to assign its claim against the Client or part of it, or persons to whom TrustPay transfers, or intends to transfer its right against the Client or part of it,
  - h) persons who take over, or intend to take over the Client's debt to TrustPay or part of it, or who join, or intend to join the Client's obligation to TrustPay or part of it,

- i) persons with whom TrustPay cooperates in the performance and in securing the performance of its activities, or for whom it performs intermediary activities (e.g., Card Associations, Payment Method Operators, Payment Service Providers),
- j) the recipient of the Payment Transaction or his Payment Service Provider conducted on the basis of the Client's Payment Order,
- k) another person in case there is an urgent interest, as a result of which damage to TrustPay or the Client may arise.

**9.5.** TrustPay collects personal data for the purpose of executing commercial Agreements concluded with Clients and for the purpose of complying with AML Rules.

**9.6.** In accordance with the relevant AML Rules, TrustPay is required to identify and verify the identification of all its Clients throughout the duration of the contractual relationship. Therefore, the Client is obliged to provide any documents on request by TrustPay, which TrustPay considers necessary for sufficient identification of its Clients according to valid universally binding regulations. These documents include, among others, the identification of Ultimate Beneficial Owners and all persons acting on behalf of the Client.

**9.7.** TrustPay commits to ensure the collection and processing of personal data of individuals in accordance with the Law No. 18/2018 Coll. on Personal Data Protection as amended by later regulations and in accordance with Regulation No. 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. TrustPay will provide Clients and other affected persons with a specific document discussing the protection of their personal data, e.g., Notice on Personal Data Processing. The current wording of these documents is available on the TrustPay Website.

## **10. TrustPay technology**

**10.1.** TrustPay will provide the Client with access to TrustPay Technology, enabling it to utilise the agreed services.

**10.2.** TrustPay will provide the Client with access to such software and programs that are necessary for the proper use of the services agreed with the Client.

**10.3.** The Client commits to utilizing TrustPay Technology in accordance with TrustPay's documentation and instructions. TrustPay is authorized to update the documentation for TrustPay technology and modify its individual functionalities.

**10.4.** The Client undertakes to install and use TrustPay technology in accordance with TrustPay's instructions. TrustPay shall not be held responsible for any problems or damages arising from the use of TrustPay technology in violation of TrustPay's instructions.

**10.5.** The Client shall bear all costs associated with their connection to TrustPay technology.

**10.6.** The Client acknowledges that using TrustPay technology requires TrustPay's authorization. TrustPay retains ownership of its technology, granting the Client permission for its use, not as a sale. This technology and related materials are protected under copyright and intellectual property laws and treaties. The Client is prohibited from selling, leasing, or otherwise handling TrustPay technology and materials.

**10.7.** TrustPay shall not be liable to the Client if the functionality of TrustPay technology is affected by inadequate, inappropriate, or faulty hardware on the part of the Client, or due to improper use by the Client, its employees, or authorized individuals in violation of TrustPay's instructions, or as a result of neglect or misuse of TrustPay technology by the Client, its employees, or authorized individuals.

**10.8.** In the event that TrustPay technology malfunctions for reasons other than those attributable to the Client, TrustPay shall only be responsible for rectifying the errors or replacing TrustPay technology.

## **11. Authentication, authorisation, identification of persons**

**11.1.** Authentication Data is automatically generated upon setting up access to the Payment or Merchant Account. The Authentication Data comprises:

- a)** PID - a numeric static string, which the Signatory receives via email. The validity of the PID is not time-limited.
- b)** Password - an alphanumeric static string, determined exclusively by the Signatory. TrustPay does not have access to this data, nor does it ever request it from the Signatory. The validity of the password is time-limited. TrustPay reserves the right to change the password validity period.
- c)** Email in combination with the password.
- d)** TrustPay supports the following verification procedures:
  - SMS 2 -actor - data verification in two steps via SMS sent to the Signatory's registered phone number.
  - One-time password - randomly generated one-time password with a time-limited validity, generated through a mobile application installed on the Signatory's device.

**11.2.** All actions performed using the Authentication Data are, without exception, considered as actions performed by the person to whom these data were assigned, and the Payment Transaction or other action is considered duly authorised.

**11.3.** In case of multiple incorrect entries of Authentication Data, TrustPay may block these Authentication Data. New Authentication Data will be sent to the Client upon request and after thorough verification.

**11.4.** In case the Client suspects or knows that the Authentication Data have been lost, stolen, misused, or used without authorisation, or that an unauthorised or incorrectly executed Payment Transaction has occurred, the Client is obliged to report such suspicion or knowledge to TrustPay immediately, using any of the written communication channels the communication methods specified in these GTC, according to the Client's preference. To prevent such situations, the Client must comply with the Basic Security Measures outlined in these GTC.

**11.5.** The validity of the Authentication Data may be cancelled or changed by TrustPay at any time, of which the Client will be timely informed.

**11.6.** TrustPay has the right to unilaterally change the specification, method of activation of Authentication Data, manner of expiration of the Authentication Data, and other restrictions in

relation to the use of Authentication Data. The Client is obliged to adhere to all security instructions, guidelines, and regulations relating to the execution of individual Payment Orders and communication through Internet Banking and or Merchant Portal.

- 11.7. Cancellation or blocking of Authentication Data can be requested by the person to whom they were allocated or the Client Representative.
- 11.8. Authentication Data automatically expire upon the termination of the contractual relationship with TrustPay.

## **12. Signatory**

- 12.1. TrustPay is not liable for any damages caused to the Client by the actions of the Signatory and/or the use of the Signatory's Authentication Data.
- 12.2. The responsibility for the received Authentication Data lies with the person who has received the relevant Authentication Data, i.e., the respective Signatory. The provisions regarding liability for damages according to these GTC shall apply accordingly to the Signatory's liability towards TrustPay for the received or possibly misused Authentication Data. TrustPay will issue Authentication Data exclusively to the Signatory.
- 12.3. TrustPay is entitled to request information and supporting documents about Signatories from the Client, in accordance with AML Rules.

## **13. Assignment of Rights and Obligations**

- 13.1. The rights and obligations of the Client arising from these GTC and from the Agreement cannot be assigned to a third party without the prior written consent of TrustPay. TrustPay is entitled to assign its rights and obligations without limitations. The assignment of the Client's rights and obligations arising from the Agreement concluded in accordance with these GTC without the prior consent of TrustPay relieves TrustPay of the obligations arising from these GTC and the Agreement.

## **14. Applicable law and jurisdiction**

- 14.1. These GTC are established in accordance with the legal system of the Slovak Republic, and for rights and obligations not regulated therein, the relevant provisions of Slovak laws and other legal acts shall apply.
- 14.2. The resolution of any disputes between the contractual parties is under the jurisdiction of the City Court in Bratislava III in the Slovak Republic unless otherwise agreed in the Agreement.
- 14.3. The relationship between the Client and TrustPay is governed by the Agreement, these GTC, and the generally applicable legal regulations of the Slovak Republic, in the order specified above. These GTC take precedence over commercial practices unless otherwise agreed in writing by the parties.
- 14.4. If there are multiple persons on the Client's side as participants in the contractual relationship between TrustPay and the Client, the obligations of the Client and these individuals towards TrustPay are joint and undividable unless these GTC or the Agreement state otherwise.



- 14.5.** In the event that any provision of the Agreement or GTC is or becomes invalid, ineffective, and/or unenforceable, this does not affect the validity, effectiveness, and/or enforceability of the other provisions of the Agreement or GTC. In such a case, TrustPay undertakes, in agreement with the Client, to replace this provision with a new provision that is as close as possible in content and purpose.
- 14.6.** TrustPay is entitled to change these GTC at any time. TrustPay is obliged to inform the Client about changes to the GTC two months before the effective date of the changes. The Client will be informed by publishing the GTC on publicly accessible TrustPay websites. If the Client does not notify, before the effective date, that they do not accept the proposed changes, it is presumed that the Client has accepted the proposed changes. The Client has the right to terminate the Agreement without charges before the proposed effective date of these changes.
- 14.7.** By entering into the Agreement and these GTC, the Client declares that they are aware of all legal and other consequences arising from the relevant laws and legal regulations, as well as from the breach of these GTC and the Agreement.
- 14.8.** Any fees or other financial obligations arising from the fulfillment of obligations under the Agreement or GTC are paid separately by each contracting party unless otherwise agreed between the parties.
- 14.9.** These GTC are issued in two language versions, Slovak and English. In the event of a conflict between the English and Slovak versions, the Slovak version prevails.
- 14.10.** These GTC become effective on the Effective Date indicated in the header of this document and fully replace all previously issued TrustPay GTC.

## SPECIAL PART

### SECTION A - PAYMENT ACCEPTANCE SERVICE TERMS

*The purpose of this section is to provide a basic legal framework for the use of the Payment Acceptance Service. In the event that the Client uses the Payment Acceptance Service, the following provisions of this section are not applicable to them. Relationships not governed by this section shall be governed by the provisions of the general part of the GTC.*

#### 1. JOINT PROVISIONS

##### 1. Integration, use, and operation of the TrustPay Gateway

- 1.1. Payment Acceptance is a service provided by TrustPay to Merchant, enabling it to receive payments for any goods or services offered by the Merchant on their Website.
- 1.2. The Payment Acceptance service is provided by TrustPay using the TrustPay Gateway, Merchant Portal, and other TrustPay technologies and third-party technologies.
- 1.3. TrustPay commits to processing any payments made through the TrustPay Gateway, regardless of the Payment Method used, or to provide other payment services with professional diligence, in accordance with applicable legal regulations and international standards.
- 1.4. TrustPay is responsible for the execution of payments made through the TrustPay Gateway regardless of the Payment Method used, provided that the relevant payment was made in accordance with the instructions stated in the Integration API manual.
- 1.5. The Merchant is obliged to integrate the TrustPay Gateway onto their Website in accordance with the Integration API manual, at their own expense, and is solely responsible for the correct Integration and for any damages arising from non-compliance with the Integration process as per the Integration API manual.
- 1.6. The Merchant commits to continuously ensuring the connection of the Website with the TrustPay Gateway for the duration of this Agreement and, unless agreed otherwise, to ensure the redirection of specific payers to the TrustPay Gateway after the payer selects the option to pay through the TrustPay Gateway. The Merchant is fully responsible for the operation of the Website.
- 1.7. TrustPay is not responsible for any defects in the operation of the Website and the impossibility to carry out Transactions, or other related actions due to reasons lying in the functionality/availability of the Website, the internet connection of the respective Payer or Client, or other reasons arising independently of TrustPay's will due to force majeure.
- 1.8. The Merchant may use the test environment for the purposes of testing the TrustPay Gateway and monitor and evaluate any deficiencies. Test operation is a technical test of the system and does not constitute the provision of payment services. The service in the test environment may be changed or discontinued at any time. If a certain function or service proves to be functional in test operation, TrustPay does not guarantee its subsequent functionality in live operation.
- 1.9. During the operation of the Payment Acceptance service, TrustPay is entitled to establish Merchant access to information systems belonging to TrustPay or third parties. Any access to such systems is established based on a request from the Client Representative in a manner

determined by TrustPay. Access to TrustPay technology is governed by the provisions of these GTC concerning Signatories. Data stated in information systems belonging to TrustPay are considered binding unless proven otherwise.

- 1.10. The Merchant is obliged to ensure that no damage occurs due to their incorrect use of the Payment Acceptance service; in particular, they must protect TrustPay technology from deletion, damage during data transmission, as well as from its misuse, and maintain it in an operational state, in which it was integrated on the Website. The Merchant commits not to allow any unauthorized person any access or manipulation of the service.

## **2. Technical downtimes and outages**

- 2.1. TrustPay commits to operating the TrustPay Gateway and ensuring its functionality during the term of the Agreement, however, it cannot guarantee that the operation of the TrustPay Gateway and other TrustPay technologies will be without outages or scheduled downtimes, and the Merchant is not entitled to compensation in the event of outages or downtimes.

- 2.1.1. In the event of any outages lasting longer than 30 (thirty) minutes, it commits to inform the Merchant without unnecessary delay. About planned outages or limitations of functionality, TrustPay will inform the Merchant at least 24 hours in advance.

- 2.2. TrustPay hereby notifies that the availability of the Payment Acceptance service is significantly dependent on the full functionality of third-party systems, especially the systems of banks, Payment Method Operators, or Card Associations. TrustPay does not guarantee and cannot ensure the functionality of the TrustPay Gateway in case of faults, malfunctioning, or modifications within these third-party systems or loss of access to them. TrustPay is not liable in case the Merchant incurs damage as a result of the malfunctioning of these third-party systems.
- 2.3. In the event of suspicion of any error in TrustPay Technologies or other TrustPay systems, the Client commits to report this fact to TrustPay.

## **3. Payment Methods**

- 3.1. The Merchant Portal and TrustPay Gateway enable the Payment Acceptance received through multiple Payment Methods. Each Payment Method is characterised by specific conditions, risk profile, dispute conditions, fee structure, differing Merchant Settlement, and so on.
- 3.2. The Merchant may request the activation of individual Payment Methods through the Merchant Portal or another method specified by TrustPay. The activation of each Payment Method is subject to approval by TrustPay and the conclusion of an Agreement, an addendum to the Agreement, or approval of conditions by the Merchant in the Merchant Portal. TrustPay reserves the right to refuse the activation of a specific Payment Method.
- 3.3. TrustPay reserves the right to deactivate individual types of Payment Methods without terminating the contractual relationship. TrustPay is obliged to promptly inform the Merchant of the deactivation of a Payment Method. The Merchant's right to terminate the Agreement remains unaffected.

## **4. Merchant Obligations when using the Payment Acceptance service**

- 4.1. The Merchant commits to operate the Website and provide goods or services in accordance with generally binding legal regulations, these GTC, and depending on the Payment Methods used, also in accordance with the Card Associations Rules and Payment Method Operator Rules, as well as any guidelines from TrustPay.
- 4.2. The Merchant must not offer its goods and services in countries where such conduct would be contrary to generally binding legal regulations.
- 4.3. In the course of conducting its business activities, the Merchant shall act with due diligence and in accordance with permits, licenses, and other authorisations issued in its favour, especially commits not to trade without TrustPay's consent, and in this context, not to allow the use of the Website for the purchase of goods or services for which special permission is required to trade.
- 4.4. The Merchant commits to place on the Website clear identification of the Merchant, a complete description of the offered goods or services, price (including the billing currency), the method of return or claim of goods or services, contact information for the Merchant, the method of delivery of goods or provision of services, the seat of the Merchant and the country in which the Merchant is registered, information on the protection and warranty of the security of personal data of its clients (Payers).
- 4.5. The Merchant also commits to deliver to the payer a document (confirmation) of payment for the purchased goods or services.
- 4.6. The Merchant is solely responsible for the operation of the Website and its content. TrustPay is not responsible or liable for any terms of the commercial relationship between the Client and the payer (e.g., terms of delivery of goods/service, quantity, type, quality of goods, warranty, possibly other conditions of the commercial relationship between the Client and its payer), which are the exclusive responsibility of the Client and the respective Payer. In the event of a complaint of any Payment for reasons arising from the commercial legal relationship between the Client and the respective payer, TrustPay's right to Fees according to the Fee Schedule is preserved.
- 4.7. The Merchant is authorised to use the services in accordance with the Agreement for the purpose agreed therein and in connection with the Website approved by TrustPay. If the Merchant wishes to use the services on another own website and/or plans to change the type of goods/services offered on its Website, it is required to obtain prior written consent from TrustPay. The Client also must not lease or otherwise transfer the Payment Acceptance service for use to a third party.
- 4.8. The Client is liable for damage caused to TrustPay by fraudulent actions, incorrect use or misuse of the Payment Acceptance service, including damages caused by persons to whom it allowed or did not prevent access to the service.

## **5. Authorising transactions**

- 5.1. Transactions are authorised through TrustPay Technology after entering the required data according to TrustPay's requirements, in accordance with the Card Associations Rules and Payment Method Operator Rules.
- 5.2. Authorising transactions does not result in a change in the balance of the Merchant Account.
- 5.3. The Merchant verifies the status of transactions through the Merchant Portal. The Merchant should not deliver or provide the Payer with goods or services until TrustPay marks the transaction as successful in the Merchant Portal.

## **6. Provision of information on payments and the balance of the Merchant Account**

- 6.1. The Client has access to information about movements and the current balance on its Merchant Account in the Merchant Portal.
- 6.2. TrustPay provides statements and reports from the Merchant Account in electronic form. TrustPay provides statements from the Merchant Account in paper form only upon the Client's request. TrustPay is entitled to fees according to the current Fee Schedule.
- 6.3. Receiving a payment through the TrustPay Gateway and Merchant Portal interface consists of the following consecutive steps:
  - a) Authorisation of the payment, which in itself does not affect the accounting balance of the Merchant Account, in case the Payment Method supports separate authorisation.
  - b) Processing of the payment, where the change in the accounting balance on the Client's Merchant Account is displayed in the Merchant Portal.
  - c) Merchant Settlement, when TrustPay releases the processed payment, credited to the Merchant Account, for the purpose of Merchant Payout.
  - d) Merchant Payout, when the value of received payments is paid out in accordance with the agreed conditions to the Approved Account.
- 6.4. The value of authorised and processed payments through various Payment Methods is displayed in the Merchant Portal immediately after their successful execution, even before Merchant Settlement.
- 6.5. The Merchant has access to information about their transactions through selected systems belonging to TrustPay Technology (e.g., Merchant Portal), to which TrustPay provides access. All information listed in the TrustPay Technology systems is considered accurate and confirmed by the Merchant, unless the Merchant objects in writing. Such a written objection must be delivered to TrustPay within 30 calendar days from the date of information publication and must contain the specific disputed item.

## **7. Merchant Settlement**

- 7.1. TrustPay reserves the right to set a different number of delay days for Merchant Settlement for each Payment Method. The number of delay days for each Payment Method, as per the previous sentence, is governed by the Agreement and the specific terms of individual Payment Methods stated in these GTC.

## **8. Merchant Payout**

- 8.1. Payments received into the Client's Merchant Account are eligible for Merchant Settlement only after they have been settled by the Payment Method Operator and after the Merchant Settlement has been performed.
- 8.2. After deducting Fees, amounts of received Chargebacks, Refunds, and other legitimate claims, TrustPay will send the value of payments received through the TrustPay Gateway, for which there has been Merchant Settlement. Unless otherwise agreed in the Agreement or through the

Merchant Portal, TrustPay will perform the Merchant Payout once a week. The Merchant Payout includes only those transactions that have been settled with the Client. The Merchant Settlement can only be made to an Approved Account.

- 8.3. The Client is entitled to adjust the conditions of the Merchant Payout through the Merchant Portal, for example, to delay or suspend the Merchant Payout, to increase the minimum value of the Merchant Payout, or to change the Approved Account. TrustPay reserves the right to refuse to perform the requested change in justified cases.
- 8.4. TrustPay is entitled to delay the Merchant Payout, in part or in full, for up to 180 calendar days if reasons for immediate termination of the contractual relationship by TrustPay according to these GTC occur, or longer if TrustPay assesses that the relevant transactions are likely to be subject to a Chargeback, unless otherwise agreed in the Agreement. This provision applies if any reversible Payment Method was used (i.e., a Payment Method whose transactions may be subject to a Chargeback).

## 9. Recurring Transactions

- 9.1. Some Payment Methods provided by TrustPay allow for Recurring Transactions. If a Payment Method allows for Recurring Transactions, this is stated in the specific terms for that Payment Method.
- 9.2. In case that the Merchant initiates a Recurring Transaction, prior consent for such Transaction must be obtained. This consent must be in written form, and the Merchant is obliged to retain this consent and provide it upon request by TrustPay. The Merchant is required to inform the Payer about the conditions of Recurring Transactions and the method for withdrawing consent for further Recurring Transactions.
- 9.3. The Merchant should not deliver goods or provide services and process further Recurring Transactions if the Merchant receives a revocation of consent from the payer for further such Transactions.
- 9.4. The Merchant is obliged to inform the payer, in an appropriate manner, at least 14 calendar days before the due date of the Recurring Transaction, unless a shorter period is agreed upon between the Merchant and the payer, about the amount, sum, and due date of the Recurring Transaction.

## 10. Conditional credit of transactions

- 10.1. Any credit of transactions to the Merchant's Merchant Account is provisional only, and TrustPay may cancel it until the Transaction is final and not subject to a claim or Chargeback by the Payment Method Operator.
- 10.2. TrustPay is entitled to return the Transaction without prior notice to the Client, in case:
  - a) Any statement or warranty provided by the Merchant in connection with the transaction, whether to the payer or TrustPay, is false or inaccurate;
  - b) The transaction is in violation of the Card Associations Rules or the Payment Method Operator Rules;

- c) TrustPay has received a complaint from the payer or on his behalf, the content of which is an unresolved dispute between the payer and the Merchant or an objection to the transaction by the payer regardless of its justification;
- d) The Merchant fails to submit the Transaction Documentation upon request by TrustPay.

## **11. Chargeback**

- 11.1.** The Merchant commits to actively resolving all complaints from Payers, TrustPay, Payment Method Operators, or Card Associations.
- 11.2.** Some Payment Methods provided by TrustPay as part of the Payment Acceptance service are reversible, and a Chargeback may occur. Whether a Chargeback can occur within a Payment Method is specified in the special conditions for individual Payment Methods.
- 11.3.** Regardless of the Payment Method, including those designated as non-reversible (irreversible) in the special conditions, TrustPay may perform a corrective settlement according to the general part of these GTC.
- 11.4.** Upon receiving a Chargeback, TrustPay will immediately deduct the value of the Chargeback from the Merchant Account or Payment Account. TrustPay is entitled to charge a separate fee according to the current Fee Schedule or the Agreement.
- 11.5.** If there are insufficient funds in the Merchant or Payment Account to cover the value of received Chargebacks, TrustPay is authorised to deduct them from any funds in the Client's Payment Account, Merchant Account, any claim of the Client against TrustPay, or to pursue them through legal action; in such case, the Client bears the costs associated with the legal enforcement.
- 11.6.** The Merchant is entitled to dispute received Chargebacks if allowed by the Card Associations Rules or Payment Method Operator Rules. Whether a Chargeback within a Payment Method can be disputed is specified in the special conditions for individual Payment Methods.
- 11.6.1.** In disputing a Chargeback, the Merchant is required to provide Transaction Documentation as well as any additional supporting documentation and evidence in the form and timeframe specified by TrustPay. The Merchant acknowledges and agrees that such dispute is adjudicated and decided by the Card Association in accordance with the Card Associations Rules, or by the Payment Method Operator in accordance with the Payment Method Operator Rules. TrustPay does not guarantee a decision in favour of the Merchant. If the Chargeback is decided in favour of the Merchant, TrustPay will return the corresponding funds to the Client.
  - 11.6.2.** TrustPay is authorised to reject the Merchant's request to dispute a Chargeback if it believes that such dispute is unjustified based on the Agreement, these GTC, generally binding legal regulations, or the Card Associations Rules or Payment Method Operator Rules.
- 11.7.** To prevent Chargebacks, TrustPay recommends that the Merchant always performs refunds as Refund and not to return funds to the payer in any other way.
- 11.8.** The Merchant has the option to obtain information on received Chargebacks in one of the following ways:



- a) Information about the Chargeback is available via the relevant TrustPay Technology, especially the Merchant Portal, where the Merchant has been granted access and the ability to manage them; or
- b) If the Merchant does not have access to specified TrustPay technology systems, they will receive this information from TrustPay, which will instruct whether and how the Chargeback should be resolved.

**11.9.** If the number of received Chargebacks in any calendar month exceeds the permissible limit determined by TrustPay, TrustPay is authorised to request a security from the Merchant in the amount and form determined by TrustPay. Unless otherwise agreed in the Agreement, the Merchant is required to provide the security within fourteen calendar days of receiving the request from TrustPay, otherwise, TrustPay is authorised to terminate the contractual relationship with the Merchant with immediate effect.

**11.10.** TrustPay is authorised to retain the security in the form agreed by the contractual parties during the contractual relationship and for a period of six calendar months from the date of termination of the contractual relationship or longer if TrustPay assesses that the received Transactions are liable to be subject to a Chargeback, unless otherwise agreed in the Agreement.

## **12. References, Use of Logo**

**12.1.** TrustPay is authorised to use the identification data, trademarks, and elements, including the Merchant's logo, as a reference on its websites and informational materials.

**12.2.** The Merchant commits to placing the logos of the Payment Methods that the Merchant uses through the TrustPay Gateway on its site, in a manner agreed with TrustPay. The Merchant is authorised, but not obliged, to use the TrustPay logo on its site.

**12.2.1.** Upon the effective date of termination of the Agreement, the Merchant loses the right to use the logos of Payment Method Providers, Card Associations, and TrustPay on its Website and must remove them immediately.

**12.3.** For the duration of the Agreement, TrustPay is to use the Merchant's logo on its sites and in its marketing materials and also to list the Merchant as a reference in its marketing materials and on its websites. This right is also held by the Payment Method Operators and Card Associations for the duration of the Agreement.

## SECTION B – SPECIAL TERMS OF PAYMENT METHODS

*The purpose of this section is to specify the special conditions for individual Payment Methods used by the Client when using the Payment Acceptance service. The specific terms for a particular Payment Method apply to the Client only if the Client uses that Payment Method. Relationships not covered by this section are governed by Section A of the special part of these GTC as well as the provisions of the general part of the GTC.*

## I. SPECIAL TERMS FOR INSTANT BANK TRANSFERS

*The purpose of this section is to provide a basic framework for the legal relationship between TrustPay and the Client who utilizes the Payment Acceptance services to accept payments via Instant Bank Transfers. If the Client does not use the Instant Bank Transfer service, the following provisions of this section do not apply to them. Relationships not addressed in this section shall be governed by the provisions of other sections of these Terms and Conditions. The provisions of this section shall not apply to the acceptance of payments via Payment Methods other than Instant Bank Transfers.*

### 1. General terms

1.1. The service of Instant Bank Transfers, which allows customers to initiate and execute transactions online using their online banking (hereinafter referred to as "**Instant Bank Transfers**").

1.1.1. Instant Bank Transfers are available to Payers in selected banks in Slovakia, the Czech Republic, Poland, Finland, Germany, Austria and Italy. The list of banks supported by TrustPay for Instant Bank Transfers may change over time.

1.1.2. In some banks in Slovakia and the Czech Republic, TrustPay may also support the option of making payments through manual entry of the payment order in the payer's online banking. These payments are not usually processed instantly but are considered part of the Instant Bank Transfers service.

1.2. The Payment Method Operator for Instant Bank Transfers means the payer's bank, whose technical interface TrustPay uses to initiate and process Instant Bank Transfers, or another third party used for the initiation and processing of Instant Bank Transfers, or in certain cases, TrustPay.

1.2.1. In Finland, the Payment Method Operator for Instant Bank Transfers is Paytrail Plc, a company founded and registered under Finnish law, with identification number 2122839-7, located at Innova 2, Lutakonaukio 7, 40100 Jyväskylä, Finland.

1.3. Instant Bank Transfers processed in Germany, Austria and Italy are processed by TrustPay in TrustPay's capacity as a provider of payment initiation services. TrustPay also reserves the right to process payments from selected banks, where it offers Instant Bank Transfers, to process such payments in its capacity as a provider of payment initiation services.

### 2. Merchant Settlement

2.1. Unless otherwise agreed, Merchant Settlement for processed Instant Bank Transfers originating from banks in Slovakia and the Czech Republic will be executed with a delay of one Business Day.

2.2. Unless otherwise agreed, Merchant Settlement for processed Instant Bank Transfers originating from banks in Poland will be executed with a delay of two Business Days.

2.3. Unless otherwise agreed, Merchant Settlement for processed Instant Bank Transfers originating from banks in Finland will be executed with a delay of two Business Days.

2.4. Unless otherwise agreed, Merchant Settlement for processed Instant Bank Transfers originating from banks in Germany, Austria and Italy will be executed with a delay of two Business Days.

### **3. Refunds and Payer Complaints**

- 3.1.** Instant Bank Transfers are considered an irreversible Payment Method. The Merchant handles disputes with Payers and their complaints independently.

**3.1.1.** In Finland, the Payment Method Operator has the right to refund a payment (payments) without the prior written consent of TrustPay or the Merchant if the Payment Method Operator is legally obligated to refund the payment to the Payer based on a request received from the authorities conducting a criminal investigation in Finland. TrustPay will consider such a payment reversal as a Chargeback under these GTC.

- 3.2.** The Merchant is entitled to initiate refunds for payments made through Instant Bank Transfers in full or in part, through the Merchant Portal or via API.

### **4. Miscellaneous Provisions**

- 4.1.** Regardless of other provisions of this section, if the Merchant processes Instant Bank Transfers through Internet Banking, these funds will be credited to their Payment Account no later than the end of the following Bank Business Day after the day the Instant Bank Transfer was received. In the event that the Merchant uses Internet banking to receive Instant Bank Transfers, they may initiate transaction refunds through Internet Banking.
- 4.2.** Instant Bank Transfers in Germany, Austria and Italy are processed using a payment initiation service and their use in Germany, Austria and Italy may result in the rejection of a payment by the Payer's bank even after a successful initiation and authorization. In these exceptional cases, the payment may appear as "successful" on the Merchant Portal, but it may not be executed by the Payer's payment service provider. Given the above, TrustPay is entitled to change the status of a such a payment from "successful" to "rejected" within 3 Business Days from the first notification of such payment on the Merchant Portal. Therefore, it is recommended that the Merchant delay the delivery to the Payer not only until receiving notification of a successful payment but an additional 3 Business Days to ensure that the payment has indeed been settled. Otherwise, the Merchant assumes full responsibility for any damages.

## II. SPECIAL TERMS FOR CARD PAYMENT ACCEPTANCE

*The purpose of this section is to provide a basic legal framework for the contractual relationship between TrustPay and Clients using the Payment Acceptance services for accepting Card Transactions. The provisions of this section apply to Clients using Card Payment Acceptance services unless otherwise specified in the Agreement. Relationships not regulated by this section shall be governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to Clients who do not use Card Payment Acceptance.*

### 1. General terms

- 1.1. Within the Card Payment Acceptance service, TrustPay allows the Merchant to process Card Transactions using Payment Cards issued under the brand of one or more Card Associations, as agreed in the Agreement.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Card Transactions will be executed with a delay of three Business Days.

### 3. Refunds and Payer Complaints

- 3.1. Card Transactions are reversible, and a Chargeback is possible in accordance with the Card Associations Rules.

3.1.1. The Merchant may dispute a Chargeback of a Card Transaction in accordance with the provisions of SECTION A - PAYMENT ACCEPTANCE SERVICE TERMS, above.

- 3.2. The Merchant is entitled to initiate Refunds of Card Transactions in full or in part, through the Merchant Portal or via API.

### 4. Acceptance of Card Payments via Mobile Wallet

- 4.1. TrustPay allows the Merchant, if agreed upon in the Agreement or by another means accepted by TrustPay and the Merchant, to process Card Transactions through mobile wallets - applications, through services like ApplePay, GooglePay, and MobilePay.
- 4.2. Card Transactions processed through the above-mentioned mobile wallets are considered to be Card Transactions, and all provisions related to Card Transactions apply to them.

## 5. Miscellaneous Provisions

- 5.1. The Merchant may not collect or store in its information system any data about Payment Cards unless explicitly authorized by TrustPay. Violation of this provision is considered a material breach of the Agreement. In case of a breach, TrustPay is entitled to charge a contractual penalty of EUR 250 for each case where Payment Card data was collected and/or stored by the Merchant. This penalty is due without further instruction from the Merchant, debited from any Payment Account or Merchant Account held with TrustPay. However, this does not affect TrustPay's right to compensation for damages exceeding the contractual penalty.
  - 5.1.1. The Merchant is responsible for any damages resulting from the breach of the above provision to the Cardholder.
- 5.2. TrustPay may, with prior agreement, allow the Merchant to process data about Payment Cards, provided that the Merchant complies with the PCI Standards.
- 5.3. If the Merchant becomes aware of unauthorized access or acquisition of Payment Card data or Cardholder data by an unauthorized person, it must immediately inform TrustPay. Failure to do so will be considered a material breach of the Agreement.
- 5.4. The Merchant undertakes not to charge Payers using the Card Payment Acceptance service a surcharge or any other fee for using this service in cases where such a surcharge would be in violation of Card Associations Rules.
- 5.5. The Merchant is not authorized to request Payment Card information from TrustPay.
- 5.6. In exceptional cases, if required by the Card Associations Rules based on the declared or actual business activities of the Merchant, TrustPay will perform a special registration of the Merchant with the Card Company. If such registration is subject to a fee, the Merchant agrees to reimburse TrustPay for the costs associated with the registration.

### III. SPECIAL TERMS FOR SEPA PAYMENTS

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through SEPA PAYMENTS. If the Client does not use SEPA PAYMENTS, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than SEPA PAYMENTS.*

#### 1. General terms

- 1.1. The SEPA PAYMENT Payment Method is a EUR payment transaction within the SEPA framework initiated by the Payer from any bank within SEPA countries. The Payer initiates the payment within their bank, either by scanning a QR code or manually. The payment is then processed as a standard or instant SEPA payment and received by TrustPay (hereinafter "**SEPA Payments**").

#### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed SEPA payments shall be executed with a delay of one Business Day from the receipt of the SEPA Payment by TrustPay.

#### 3. Refunds and Payer Complaints

- 3.1. SEPA Payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant handles disputes with Payers and their complaints independently.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through SEPA PAYMENTS in full or in part.



#### IV. SPECIAL TERMS FOR SEPA DIRECT DEBIT

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client who uses the Payment Acceptance services for receiving payments through the SEPA Direct Debit service. If the Client does not use the SEPA Direct Debit service, the following provisions of this section do not apply to them. Relationships not governed by this section shall be governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than SEPA Direct Debit.*

##### 1. General terms

- 1.1. SEPA Direct Debit is a pan-European Payment Method that allows the acceptance of payments through direct debits in SEPA countries in EUR currency based on the Mandate granted by the Payer to the Merchant (hereinafter referred to as "**SDD payments**").
- 1.2. The Payment Method Operator of the SEPA Direct Debit payment method is the European Payments Council, headquartered at Cours Saint-Michel 30, Brussels, Belgium.
- 1.3. SDD payments are processed once a day in batches. The Merchant submits all SDD payments it wishes to process to TrustPay before the Cut-off Time for SDD payments on the Bank Business Day preceding the due date of the payment order for SDD, and TrustPay subsequently processes them. TrustPay informs the Merchant of the results of the processed requests for SDD payments on the following Bank Business Day.
  - 1.3.1. Payment orders for SEPA direct debit as per the preceding sentence of this Article, submitted after the Cut-off time for SDD, will be executed on the next Bank Business Day following the original due date.
- 1.4. SDD payments allow for Recurring Transactions.

##### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed SDD Payments shall be executed with a delay of one Business Day from the date of successful processing of the SDD payment.

##### 3. Refunds and Payer Complaints

- 3.1. SDD Payments are a reversible Payment Method, and Chargeback is possible for SDD Payments:
  - a) During the first 8 (eight) weeks from the date of debiting the funds from the Payer's account, the Payer is entitled, through their Bank, to request the cancellation of an SDD Payment and the refund of funds without providing a reason. Such a Chargeback cannot be contested.

- b) During the 13 (thirteen) months from the date of debiting the funds from the Payer's account, the Payer is entitled, through their Bank, to request the refund of SDD Payments based on the absence and/or defects of the Mandate. Such a Chargeback can be contested, but the final decision in this matter is made by the Payer's Bank, according to the Payment Method Operator Rules.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through SDD Payments in full or in part, through the Merchant Portal or via API. However, TrustPay informs the Merchant that even for such SDD Payments for which the Merchant has initiated a Refund, it is possible for a Chargeback of such a transaction to occur.

#### **4. Miscellaneous provisions**

- 4.1. In order to process SDD Payments, the Merchant must obtain and store a valid Mandate from the Payer. The Payer may unilaterally revoke the Mandate at any time by notifying the Merchant. If the Merchant does not have a valid Mandate, they must not process any further SDD Payments from the Payer until the Payer grants them a new Mandate.
  - 4.1.1. Regardless of the above, the Mandate is considered invalid if at least 36 months have passed since the processing of the last SDD Payment by the Merchant based on the granted Mandate.
- 4.2. TrustPay provides the Merchant with an interface for obtaining, creating, and managing Mandates within the TrustPay Gateway. Alternatively, the Merchant can manage the acquisition, creation, and management of Mandates independently. If the Merchant manages these independently, they must ensure that the Mandate includes all required information and the UMR.
- 4.3. To use the SDD payment service, the Merchant must have a CID assigned.

## V. SPECIAL TERMS FOR iDEAL

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client who utilizes the Payment Acceptance services for receiving payments through iDEAL payments. If the Client does not utilize the iDEAL service, the following provisions of this section do not apply to them. Relationships not governed by this section shall be governed by the provisions of other parts of these Terms and Conditions. The provisions of this section shall not apply to receiving payments through Payment Methods other than iDEAL payments.*

### 1. General terms

- 1.1. iDEAL is a Dutch Payment Method that enables customers to initiate and complete transactions online using their online banking (hereinafter referred to as "**iDEAL payments**").
- 1.2. The Payment Method Operator of iDEAL is Currence iDEAL B.V, headquartered at Omval 300, 1096 HP, Amsterdam, the Netherlands.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed iDEAL payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. iDEAL payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant resolves disputes with Payers and their complaints independently.
- 3.2. The Merchant is authorized to initiate refunds for payments made through iDEAL in full or in part, through the Merchant Portal or via API.

## VI. SPECIAL TERMS FOR EPS

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client who uses Payment Acceptance services for receiving payments through EPS payments. If the Client does not use EPS payments, the following provisions of this section do not apply to them. Relationships not governed by this section shall be governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than EPS payments.*

### 1. General terms

- 1.1. EPS is an Austrian Payment Method that allows customers to initiate and execute transactions online through their online banking (hereinafter "**EPS payments**").
- 1.2. The Payment Method Operator of EPS is Studiengesellschaft für Zusammenarbeit im Zahlungsverkehr GmbH, headquartered at Stiftgasse 15-17/8, A-1070 Vienna, Austria.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed EPS payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. EPS payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant settles disputes with Payers and their complaints independently.
- 3.2. The Merchant is entitled to initiate a Refund of payments made through EPS in full or in part.

## VII. SPECIAL TERMS FOR BANCONTACT

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Bancontact payments. If the Client does not use Bancontact payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Bancontact payments.*

### 1.1. General terms

- 1.1. Bancontact is a Belgian Payment Method that allows customers to make transactions through their trusted banking environment. Payers use the Bancontact card or a mobile application linked to their Belgian bank account to make secure and instantly confirmed online payments (hereinafter "**Bancontact payments**").
- 1.2. The Operator of the Bancontact Payment Method is Bancontact Payconic Company NV/SA, headquartered at Rue d'Arlon 82, 1040 Brussels, Belgium.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Bancontact payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. Bancontact payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant settles disputes with Payers and their complaints independently.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through Bancontact in full or in part, through the Merchant Portal or via API.

### 4. Miscellaneous Provisions

- 4.1. Whenever it is possible to process Bancontact payments via Payconiq payments, TrustPay is authorised to process such transactions through Payconiq payments, even if the Client's Agreement does not specify that Payconiq payments would be enabled as a separate Payment Method.
- 4.2. In instances when the previous paragraph applies, the fee for the applicable Payconiq payments shall be determined as follows (unless the Client's Agreement states otherwise):
  - 4.2.1. If the Client's Agreement specifies that Bancontact payments, but not Payconiq payments, would be enabled, then fee for the applicable Payconiq payments will be the same as stipulated in the Client's Agreement for Bancontact payments, or
  - 4.2.2. If the Client's Agreement specifies that both Bancontact payments and Payconiq payments would be enabled, then the fee for the applicable Payconiq payments shall remain the same as stipulated for Payconiq payments in the Client's Agreement.

## VIII. SPECIAL TERMS FOR PAYCONIQ

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Payconiq payments. If the Client does not use Payconiq payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Payconiq payments.*

### 1. General terms

- 1.1. Payconiq is a Belgian Payment Method available in Belgium and Luxembourg, enabling payments based on scanning a QR code and confirming the payment through the Payer's mobile banking application or other Payconiq-supporting application (hereinafter "**Payconiq payments**").
- 1.2. The Payment Method Operator of Payconiq is Bancontact Payconiq Company SA/NV, a company established and registered under Belgian law, with identification number 0675 984 882 RPR/RPM, headquartered at Rue d'Arlon 82, 1040 Brussels, Belgium.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Payconiq payments shall be executed with a delay of two Business days.

### 3. Refunds and Payer Complaints

- 3.1. Payconiq payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant handles complaints and disputes related to Payconiq payments directly with the Payers.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through Payconiq payments in full or in part, through the Merchant Portal or via API.

## IX. SPECIAL TERMS FOR BLIK

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through BLIK payments. If the Client does not use BLIK payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than BLIK payments.*

### 1. General terms

- 1.1. BLIK is a Polish payment scheme that allows Payers to make payments by confirming the payment through the Payer's mobile banking application or other BLIK-supporting application (hereinafter "BLIK payments").
- 1.2. The Payment Method Operator of the BLIK Payment Method is Polski Standard Płatności sp. z o.o., headquartered at ul. Czerniakowska 87A, 00-718 Warsaw, Poland, KRS number 0000493783.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed BLIK payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. BLIK payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant handles complaints and disputes related to BLIK payments directly with the Payers.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through BLIK payments in full or in part, through the Merchant Portal or via API.



## X. SPECIAL TERMS FOR MYBANK

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through MyBank payments. If the Client does not use MyBank payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than MyBank payments.*

### 1. General Terms

- 1.1. MyBank is a pan-European Payment Method, mainly available to Payers in Italy, Belgium, Spain, and Portugal, that allows customers to make instant bank transfers through their online banking (hereinafter "**MyBank payments**").
- 1.2. The Payment Method Operator of the MyBank Payment Method is PRETA S.A.S, headquartered at 40 rue de Courcelles, F-75008, Paris, registered in the RCP Paris B 798 483 053.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed MyBank payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. MyBank payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant handles complaints and disputes related to MyBank payments directly with the Payers.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through MyBank payments in full or in part, through the Merchant Portal or via API.

## XI. SPECIAL TERMS FOR MULTIBANCO

*The purpose of this section is to provide a basic framework for the legal relationship between TrustPay and the Client who uses payment acceptance services to receive payments through Multibanco payments. If the Client does not use Multibanco payment services, the following provisions of this section do not apply to them. Relationships not covered in this section shall be governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Multibanco payments.*

### 1. General terms

- 1.1. Multibanco is a Portuguese Payment Method that allows the Payer to make payments through online banking of the Payer's Bank, or through an ATM using their payment card, based on a unique reference number (hereinafter referred to as "**Multibanco payments**").
- 1.2. The Payment Method Operator for Multibanco is SIBS PAGAMENTOS, SA, a company established and registered under Portuguese law, with tax identification number 509 776 965, headquartered at Rua Soeiro Pereira Gomes, Lote 1, Lisbon, Portugal.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, the Merchant Settlement for processed Multibanco payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. Multibanco payments are considered an irreversible Payment Method, and Chargeback is not possible, except in exceptional cases described below. The Merchant shall handle disputes with Payers and their complaints independently.
  - 3.1.1. Regardless of the above, the Payment Method Operator reserves the right to refund the payment (payments) even without the prior written consent of TrustPay or the Merchant if the Payment Method Operator has reasonable suspicion of fraud related to the specific Multibanco payment. TrustPay will consider such reversal of Multibanco payment as a Chargeback according to these GTC.
- 3.2. Refunds, either partial or full, are not possible for Multibanco payments.

## XII. SPECIAL TERMS FOR MB WAY

*The purpose of this section is to provide a basic framework for the legal relationship between TrustPay and the Client who uses payment acceptance services to receive payments through MB Way payments. If the Client does not use MB Way payment services, the following provisions of this section do not apply to them. Relationships not covered in this section shall be governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than MB Way payments.*

### 1. General terms

- 1.1. MB Way is a Portuguese Payment Method that allows payments via mobile phones within the mobile application of the Payer's bank (hereinafter "**MB Way payments**").
- 1.2. The Payment Method Operator for MB Way is a licensed payment service provider, SIBS PAGAMENTOS, SA, a company founded and registered under Portuguese law, with tax identification number 509 776 965, headquartered at Rua Soeiro Pereira Gomes, Lote 1, Lisbon, Portugal.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed MB Way payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. MB Way payments are a reversible Payment Method, and Chargeback is possible for MB Way payments.
  - 3.1.1. Chargeback for MB Way payments may be contested by the Merchant, in accordance with the provisions of SECTION A - PAYMENT ACCEPTANCE SERVICE TERMS, above.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through MB Way payments in full or in part, through the Merchant Portal or via API.

### XIII. SPECIAL TERMS FOR TRUSTLY

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Trustly payments. If the Client does not use Trustly payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Trustly payments.*

#### 1. General terms

- 1.1. Trustly is a pan-European Payment Method based on payment initiation services that allows Payers to initiate bank transfers with instant initiation confirmation (hereinafter "**Trustly payments**").
- 1.2. The Payment Method Operator for Trustly is Trustly Group AB, a limited liability company founded and registered under Swedish law, with company registration number: 556754-8655, headquartered at Norrtullsgatan 6, 113 29 Stockholm, Sweden.

#### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Trustly payments shall be executed with a delay of two Business Days.

#### 3. Refunds a Payer Complaints

- 3.1. Trustly payments are considered an irreversible Payment Method, and Chargeback is not possible, except in exceptional cases described below. The Merchant handles disputes with Payers and their complaints independently.
  - 3.1.1. Notwithstanding the above, the Payment Method Operator has the right to refund Trustly payments without prior written consent from TrustPay or the Merchant if the Payment Method Operator has reasonable suspicion of fraud related to the specific Trustly payment. TrustPay will consider such reversal of a Trustly payment as a Chargeback under these GTC.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through Trustly payments in full or in part, through the Merchant Portal or via API.

#### 4. Miscellaneous provisions

- 4.1. Trustly payments are payment initiation services, and their use may result in the rejection of a Trustly Payment by the Payer's bank even after a successful initiation and authorization. In these exceptional cases, the payment may appear as "successful" on the Merchant Portal, but it may not be executed by the Payer's payment service provider. Given the above, TrustPay is entitled to change the status of a Trustly payment from "successful" to "rejected" within 6 Business Days from the first notification of such payment on the Merchant Portal. Therefore, it is recommended that the Merchant delay the delivery to the Payer not only until receiving notification of a

successful payment but an additional three Business Days to ensure that the Trustly payment has indeed been settled. Otherwise, the Merchant assumes full responsibility for any damages.

- 4.1.1. TrustPay is entitled to charge the Merchant fees for accepting Trustly payments in accordance with the Agreement and/or the Fee Schedule, even if the Trustly payment has been rejected by the Payer's bank after successful authorization.
- 4.1.2. Reversal of a Trustly Payment under section 4.1 above shall not be considered a Chargeback under these GTC.

#### XIV. SPECIAL TERMS FOR „Tatra banka Na splátky“

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Tatra banka Na splátky TB payments. If the Client does not use Tatra banka Na splátky TB payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Tatra banka Na splátky TB.*

##### 1. General terms

- 1.1. Tatra banka Na splátky TB is a Slovak Payment Method that allows the settlement of orders on the Merchant's website using consumer credit spread over multiple installments. After Payers choose to pay using the Tatra banka Na splátky TB Payment Method, they are redirected to the Payment Method Operator's payment page, where they fill out an online consumer credit application, sign an online credit agreement with the Payment Method Operator. The Payment Method Operator then transfers the entire Transaction amount on behalf of the Payer to TrustPay's account, which is subsequently settled with the Merchant (hereinafter "**Tatra banka Na splátky payments**").
- 1.2. The Payment Method Operator for Tatra banka Na splátky is Tatra banka, a.s., IČO: 00 686 930, headquartered at Hodžovo námestie 3, 811 06 Bratislava 1, registered in the Commercial Register of the Bratislava III District Court, Section: Sa, Entry No.: 71/B.

##### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Tatra banka Na splátky payments shall be executed with a delay of ten Business Days.

##### 3. Refunds and Payer Complaints

- 3.1. Tatra banka Na splátky payments are considered a reversible Payment Method with the possibility, for the Payer, of withdrawing from the consumer credit agreement without giving a reason within 14 calendar days from the date of conclusion of the consumer credit agreement and simultaneous withdrawal from the agreement between the Merchant and the Payer. TrustPay will consider such withdrawal from the consumer credit agreement as a Chargeback under these GTC.

3.1.1. The Merchant cannot dispute Chargebacks for Tatra banka Na splátky payments.

- 3.2. The Merchant is entitled to initiate Refunds for payments made through Tatra banka Na splátky payments in full or in part, through the Merchant Portal or via API.

## **XV. SPECIAL TERMS FOR SKIP PAY**

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Skip Pay. If the Client does not use Skip Pay, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Skip Pay.*

### **1. General terms**

- 1.1.** Skip Pay is a Czech Payment Method that allows the settlement of orders on the Merchant's website using consumer credit - with deferred payment or installment payment – divided in thirds. After Payers choose to pay using the Skip Pay Payment Method, they are redirected to the Payment Method Operator's payment page, where they fill out an online consumer credit application, sign an online credit agreement with the Payment Method Operator, and select the option - payment in thirds (known as SkipPay Třetina) or deferred payment (known as "SkipPay Odloženska"), which are in the form of a loan. The Payment Method Operator then transfers the entire Transaction amount on behalf of the Payer to TrustPay's account, which is subsequently settled with the Merchant (hereinafter "Skip Pay payments").
- 1.2.** The Payment Method Operator for Skip Pay is a licensed payment service provider - Skip Pay s.r.o., IČO: 070 93 331, headquartered at U garází 1611/1, 170 00 Prague 7, Czech Republic, registered in the Commercial Register of the Municipal Court in Prague, file number C 293724.

### **2. Merchant Settlement**

- 2.1.** Unless otherwise agreed, Merchant Settlement for processed Skip Pay payments shall be executed with a delay of ten Bank Business Days.

### **3. Refunds and Payer Complaints**

- 3.1.** Skip Pay payments are considered a reversible Payment Method with the possibility, for the Payer, of withdrawing from the consumer credit agreement without giving a reason within 14 calendar days from the date of conclusion of the consumer credit agreement and simultaneous withdrawal from the agreement between the Merchant and the Payer. TrustPay will consider such withdrawal from the consumer credit agreement as a Chargeback under these GTC.

**3.1.1.** The Merchant cannot dispute Chargebacks for Skip Pay payments.

- 3.2.** The Merchant is entitled to initiate Refunds for payments made through Skip Pay payments in full or in part, through the Merchant Portal or via API.



## XVI. SPECIAL TERMS FOR AIRCASH

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Aircash payments. If the Client does not use Aircash payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Aircash payments.*

### 1. General terms

- 1.1. Aircash is a Croatian Payment Method based on a virtual wallet that uses Aircash electronic money, which is used through the Aircash mobile application - a digital wallet (hereinafter "**Aircash payments**").
- 1.2. The Payment Method Operator of Aircash is Aircash d.o.o., PIN: 99833713101, with its registered office at Ulica grada Vukovara 271, Zagreb, Croatia.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Aircash payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. Aircash payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant handles disputes with Payers and their complaints independently.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through Aircash payments in full or in part, through the Merchant Portal or via API.

## XVII. SPECIAL TERMS FOR SATISPAY

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Satispay payments. If the Client does not use Satispay payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Satispay payments.*

### 1. General terms

- 1.1. Satispay is a Payment Method popular mainly in Italy, functioning as an electronic wallet used through a mobile application (hereinafter "**Satispay payments**").
- 1.2. The Payment Method Operator for Satispay is the company Satispay Europe SA, registration number W00000010, with its registered office at 2, rue Edward Steichen, L-2540 Luxembourg.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Satispay payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer Complaints

- 3.1. Satispay payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant handles disputes with Payers and their complaints independently.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through Satispay payments in full or in part, through the Merchant Portal or via API.

## XVIII. SPECIAL TERMS FOR SOFORT

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Sofort payments. If the Client does not use Sofort payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Sofort payments.*

### 1. General terms

- 1.1. Sofort is a pan-European Payment Method based on payment initiation services that allows Payers to initiate bank transfers with instant initiation confirmation. Sofort Payment Method is popular mainly in Germany, Austria, and Italy (hereinafter "Sofort payments").
- 1.2. The Payment Method Operator for Sofort is the company Sofort GmbH, registration number HRB 218675, headquartered at Theresienhöhe 12, 80339 Munich, Germany.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Sofort payments shall be executed with a delay of two Business Days.

### 3. Refunds and Payer complaints

- 3.1. Sofort payments are considered an irreversible Payment Method, except in cases according to section 4.1 below. The Merchant handles disputes with Payers and their complaints independently. Chargeback for Sofort Payments is not possible.
- 3.2. The Merchant is entitled to initiate Refunds for payments made through Sofort payments in full or in part, through the Merchant Portal or via API.

### 4. Miscellaneous provisions

- 4.1. Sofort payments are payment initiation services, and their use may result in the rejection of a Sofort Payment by the Payer's bank even after a successful initiation and authorization. In these exceptional cases, the payment may appear as "successful" on the Merchant Portal, but it may not be executed by the Payer's payment service provider. Given the above, TrustPay is entitled to change the status of a Sofort payment from "successful" to "rejected" within 6 Business Days from the first notification of such payment on the Merchant Portal. Therefore, it is recommended that the Merchant delay the delivery to the Payer not only until receiving notification of a successful payment but an additional 6 Business Days to ensure that the Sofort payment has indeed been settled. Otherwise, the Merchant assumes full responsibility for any damages.
  - 4.1.1. TrustPay is entitled to charge the Merchant fees for accepting Sofort payments in accordance with the Agreement and/or the Fee Schedule, even if the Sofort payment has been rejected by the Payer's bank after successful authorization.
  - 4.1.2. Reversal of a Sofort Payment under section 4.1 above shall not be considered a Chargeback under these GTC.

## **XIX. SPECIAL TERMS FOR WECHAT PAY**

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through WeChat Pay payments. If the Client does not use WeChat Pay payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than WeChat Pay payments.*

### **1. General Terms**

- 1.1.** WeChat Pay is a Chinese Payment Method based on a digital wallet connected to the WeChat application, functioning based on scanning a unique QR code using the WeChat application (hereinafter "**WeChat Pay payments**").
- 1.2.** The Payment Method Operator for WeChat Pay Payment Method is the company Tenpay Payment Technology Co., Ltd., headquartered at Tencent Building, Kejizhongyi Avenue, Hi-tech Park, Nanshan District, Shenzhen, China, postal code: 518057.

### **2. Merchant Settlement**

- 2.1.** Unless otherwise agreed, Merchant Settlement for processed WeChat Pay payments shall be executed with a delay of two Business Days.

### **3. Refunds and Payer complaints**

- 3.1.** WeChat Pay payments are a reversible Payment Method, and Chargeback is possible for WeChat Pay payments.
  - 3.1.1.** The Merchant cannot dispute a Chargeback for WeChat Pay payments.
- 3.2.** The Merchant is entitled to initiate Refunds for payments made through WeChat Pay payments in full or in part, through the Merchant Portal or via API.

## XX. SPECIAL TERMS FOR PAYSAFECARD

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Paysafecard payments. If the Client does not use Paysafecard Payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Paysafecard Payments.*

### 1. General terms

- 1.1. Paysafecard is electronic money issued in the form of a 16-digit code or in the form of a digital wallet that allows the Payer to pay online for services and goods (hereinafter "**Paysafecard payments**").
- 1.2. The Payment Method Operator for Paysafecard Payment Method is Paysafe Prepaid Services Limited, Grand Canal House, Upper Canal Street, Dublin 4, Ireland, together with its agent paysafecard.com Wertkarten Vertriebs GmbH, Am Euro Platz 2, A-Vienna, Austria.

### 2. Merchant Settlement

- 2.1. Merchant Settlement will be executed within 25 days (or, if the last day is a Sunday or a holiday, on the first day after the expiry of 25 days) after the end of the accounting period during which the Paysafecard Payment was made (hereinafter referred to as the "Paysafecard Accounting Period"). For the purposes of these Special Terms, the Paysafecard Accounting Period means the period between the 1st (00:00 CET) and the 15th day (24:00 CET) and/or the 16th (00:00 CET) and the last day (24:00 CET) of each calendar month.
- 2.2. TrustPay is entitled to delay or refuse Merchant Settlement if, for any reason, TrustPay has not received the amount of processed payments for the relevant Paysafecard Accounting Period from the Payment Method Operator, until TrustPay receives these funds. In the event that Merchant Settlement has occurred, and TrustPay has not received the amount of processed payments for the Paysafecard Accounting Period, TrustPay is entitled to refuse to pay the Merchant in an aliquot amount or to make a corrective settlement according to Article 6, Section B, General Part of these GTC.

### 3. Refunds and Payer Complaints

- 3.1. Paysafecard payments are considered an irreversible Payment Method, and Chargeback is not possible. The Merchant handles disputes with Payers and their complaints independently.
- 3.2. Refund, whether in full or in part, is not possible for Paysafecard payments.

## XXI. SPECIAL TERMS FOR HOME CREDIT

*The purpose of this section is to provide a basic legal framework for the relationship between TrustPay and the Client using Payment Acceptance services to receive payments through Home Credit payments. If the Client does not use Home Credit payments, the following provisions of this section do not apply to them. Relationships not covered by this section are governed by the provisions of other parts of these GTC. The provisions of this section shall not apply to receiving payments through Payment Methods other than Home Credit payments. This section is effective since 01.10.2024.*

### 1. General Terms

- 1.1. Home Credit is a Czech Payment Method that allows the settlement of orders on the Merchant's website using consumer credit spread over multiple installments. After Payers choose to pay using the Home Credit Payment Method, they are redirected to the Payment Method Operator's payment page, where they fill out an online consumer credit application, sign an online credit agreement with the Payment Method Operator. The Payment Method Operator then transfers the entire Transaction amount on behalf of the Payer to TrustPay's account, which is subsequently settled with the Merchant (hereinafter "**Home Credit payments**").
- 1.2. The Payment Method Operator for Home Credit is Home Credit a.s., IČO: 26978636, headquartered at Nové sady 996/25, Staré Brno, 602 00 Brno, Czechia.

### 2. Merchant Settlement

- 2.1. Unless otherwise agreed, Merchant Settlement for processed Home Credit payments shall be executed with a delay of ten Business Days.

### 3. Refunds and Payer Complaints

- 3.1. Home Credit payments are considered a reversible Payment Method with the possibility, for the Payer, of withdrawing from the consumer credit agreement without giving a reason within 14 calendar days from the date of conclusion of the consumer credit agreement and simultaneous withdrawal from the agreement between the Merchant and the Payer. TrustPay will consider such withdrawal from the consumer credit agreement as a Chargeback under these GTC.

3.1.1. The Merchant cannot dispute Chargebacks for Home Credit payments.

- 3.2. The Merchant is entitled to initiate Refunds for payments made through Home Credit payments in full or in part, through the Merchant Portal or via API.

## SECTION C - TERMS OF MAINTAINING A PAYMENT ACCOUNT

*The purpose of this section is to provide a legal framework for the contractual relationship between TrustPay and the Client using services related to maintaining a Payment Account with TrustPay, which includes providing the Client with access to Internet banking. The provisions of this section apply only to Clients with an open Payment Account with TrustPay or to individuals interested in opening a Payment Account with TrustPay, unless otherwise agreed in the Agreement.*

*Relationships not governed by this section are subject to the provisions of the general part of the GTC. The provisions of this section do not apply to the use of the TrustPay Gateway service.*

### **1. Establishment, maintenance of the Payment Account**

- 1.1. For the purpose of providing payment services, TrustPay establishes and maintains one or more Payment Accounts for the Client, which are held in the name of the Client. Each Payment Account is assigned a unique number. TrustPay is entitled to set a minimum balance on the Payment Account.

### **2. Provision of information on payments and Payment Account balances**

- 2.1. The Client has access to information about transactions and the current balance on its accounts through the Internet banking service.
- 2.2. The Client may generate electronic account statements from their Payment Account at any time via Internet Banking. These electronic statements are also sent to the Client by email according to the frequency set by the Client in Internet Banking. TrustPay provides account statements in paper form only upon the Client's request. TrustPay is entitled to fees in accordance with the current Fee Schedule.

### **3. General Terms and Conditions for Payment Transactions**

- 3.1. TrustPay processes Payment Transactions for the Client exclusively in an electronic, cashless form.
- 3.2. Payments received by TrustPay on behalf of the Client will be credited to the Client's Payment Account no later than the end of the next Business Day after the day on which the Payment Transaction was received, provided that the Payment Transaction is not in conflict with TrustPay's internal acceptance policy, applicable laws and regulations, or in conflict with the agreed nature of the contractual relationship.
- 3.3. The Client agrees that in the event that funds are received on a closed account after the Payment Account has been closed and/or the contractual relationship has been terminated, TrustPay has the right to credit such financial funds to another Payment Account of the Client if such account is established or has the right to return the financial funds to the Payer after deducting the relevant fees associated with such Payment Transaction according to the current Fee Schedule.
- 3.4. TrustPay is entitled not to credit funds to the Payment Account of the Client or not to send financial funds from the Client's Payment Account if the Payer's and/or beneficiary's details are not sufficiently clear, comprehensible, and certain.



- 3.5. TrustPay is entitled not to credit financial funds in favor of the Client or not to send financial funds from the Client's Payment Account if the Payment Order contains information or instructions that cannot be executed or if such a transaction is not in accordance with legal regulations, TrustPay's internal policy, or good manners, especially if there is suspicion of money laundering or financing of terrorism or the that the Payment Transaction may be linked to another criminal offense.
- 3.6. TrustPay reserves the right not to credit funds to the Client's Payment Account in the event of suspicion that the relevant Payment Transaction should not have been made in favor of the Client. In such a case, TrustPay undertakes to immediately contact the Client and request proof of the legitimacy of the received Payment.
- 3.7. The Client provides consent for the execution of a Payment Order by submitting it through the Internet Banking service or another method supported by TrustPay. The Client may not revoke a Payment Order after it has been received by TrustPay, except for a Payment Order agreed to be executed on a specific future date or Recurring Transactions, where the consent may be revoked no later than the end of the Business Day preceding the agreed date for debiting the funds. TrustPay is not responsible for processing incorrect data entered by the Client and has the right to all fees according to the Fee Schedule arising from the Payment.
- 3.8. TrustPay processes Payment Orders made by the Client without undue delay, within the Cut-off time, provided that at the due date there is sufficient account balance (including fees) in the Client's Payment Account from which the amount is to be debited. If the account balance is insufficient, TrustPay will not execute the Payment Order.
- 3.9. In the event that the Client's Payment Order contains incorrect details (especially, but not exclusively, bank account details), as a result of which the financial funds transferred to the Recipient are returned by the Payment Service Provider, TrustPay will credit these financial funds back to the Client's Payment Account after deducting the fees related to the Payment Transaction.
- 3.10. The time of receipt of a Payment Order is the moment when TrustPay has received a duly authorized Payment Order for execution.
- 3.11. Payment Transactions may be subject to the Transaction Tax, in accordance with the provisions of the Transaction Tax Act.
- 3.12. Unless the parties mutually agree otherwise, the Client hereby declares and agrees that neither they nor any transactions they process through TrustPay fall within the scope of exemptions under the Transaction Tax Act, other than the exemption for the Internal Payment Transactions. The Client may not seek compensation from TrustPay for any taxes mistakenly deducted as a result of Client's actions that are contrary to this provision.

#### **4. Internal and External Payment Transactions**

- 4.1. The Client can submit a Payment Order for Internal Payment Transactions at any time, even outside of Business Days. These are processed automatically without undue delay after their submission.
- 4.2. External Payment Transactions based on the Client's Payment Order submitted on a Business Day before the Cut-off time will be processed on the day of submission of the order. Payments submitted after the Cut-off time will be processed on the next Business Day after the submission of the Payment Order. The initiation of an External Payment Transaction is considered the submission of a Payment Order for the processing of funds by TrustPay.

## **5. Standing orders**

- 5.1.** The Client can establish Standing Orders through Internet banking. These Payments will be processed like all other Payment Transactions initiated based on the Client's Payment Orders.
- 5.2.** The Client can cancel a Standing Order at any time through TrustPay Internet banking without stating a reason. The cancellation of the Standing Order is immediate and effective, and it cancels all future Payment Orders arising from a specific Standing Order.