

If you receive online orders over the internet and accept VISA, MasterCard and Maestro for payment, we offer you the services you need with our SECURE E-COMMERCE PLUS contract.

SECURE E-COMMERCE PLUS offers the following features:

Transaction processing

- Processing of all transactions initiated on the internet and submitted using a software solution featuring the Merchant Plug-in.
- Authorization issued automatically for all transactions around the clock, 365 days a year.
- Reduced risk of improper use or disputed transactions.
- Increased security during transmission of the CVC2 (MasterCard) and CVV2 (Visa) verification data. The CVC2 is only printed on the Maestro card in some countries. Verification with the CVC2 is therefore not possible in every case.

Crediting

Payments are credited to your bank within the period agreed upon in the contract.

Credit notes

For an additional charge, you receive an electronic summary of all transactions performed using MasterCard, VISA and Maestro (PDF file).

Foreign currencies (with supplemental agreement)

Payments are credited and debited in Swiss francs, euro and U.S. dollars. Pay-outs can be made in other currencies with a surcharge.

DCC (Dynamic Currency Conversion) with the corresponding agreement¹

Automatic foreign currency conversions with DCC (Dynamic Currency Conversion). DCC converts the purchase amount in online shops into the customer's card currency, if these do not happen to be identical, and gives the customer the choice of which currency he or she wishes to pay with.

Credits included²

In the event of product returns and damaged shipments, or if your customer withdraws from the purchase agreement, we handle credits without charging any processing fee.

We look after your interests (chargebacks)²

We handle the case free of charge if the cardholder refuses payment.

Customer service

Our customer service representatives are on hand to answer any questions you have regarding cash flow or contracts.

Information on interesting current topics

We keep you informed about interesting current topics from the world of electronic payment in our regular News@il newsletter and customer magazine entitled *accept*.

Contract duration

In the interest of a long-term partnership, contracts are generally concluded for a minimum period of 36 months.

For further information, please call our Customer Service department at 0848 832 333.

¹ DCC presupposes the pay-out in the local currency.

² Subject to the conditions listed in section 10 of the "Special Business Conditions for the Acceptance of Credit Cards in the Absence of the Credit Card" and in the "Special Business Conditions for the Acceptance of Debit Cards in the Absence of the Debit Card".