



Terminal Services Overview

Europe (except Austria/Belgium/Czech Republic/Germany/Hungary/Italy/Poland/Slovakia)

<p>Terminals</p>	<p>yomani, yoximo, xenta, xentissimo</p> <p>Please keep the following details at hand whenever you contact the hotline:</p> <p>Merchant ID _____</p> <p>Terminal ID _____</p>
<p>Technical Hotline</p>	<p>Phone number +41 58 399 6744</p> <p>Opening hours 24/7</p> <p>Languages spoken English, German, French, Italian</p>
<p>Troubleshooting Send-in repair Service package Complete</p> <p>Seamless exchange by courier Service package Extra</p>	<p>Service times Monday–Friday</p> <p>The repair is performed following prior agreement with the hotline. The Merchant shall send the defective terminal to SIX Payment Services at his expense. Upon receipt any terminal will be repaired within 2 business days. Subsequently the terminal is returned to the Merchant. SIX Payment Services will bear the cost for returning the terminal to the Merchant.</p> <p>Service times Monday–Friday</p> <p>The exchange will take place following consultation with the hotline. For faults reported by 12.00 midday, a replacement terminal is guaranteed to be delivered the next working day. Replacement terminals will be delivered on the second working day for faults reported after 12.00 midday, at the weekend or on any public holiday in Luxembourg. The courier will take the defective payment terminal away. SIX Payment Services will bear all shipping costs.</p>
<p>Address</p>	<p>Address for send-in repair: SIX Payment Services (Europe) S.A. EU-Hub Repair Service 10, rue Gabriel Lippmann L-5365 Munsbach</p>

Your personal contact: www.six-payment-services.com/contact

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Switzerland

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