



Terminal Services Overview

Poland

Banksys Terminals	<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>										
Technical Hotline	<table border="0"> <tr> <td>Phone number</td> <td>+48 22 551 4583</td> </tr> <tr> <td>Opening hours</td> <td>Monday – Saturday 07.00 – 19.00</td> </tr> <tr> <td>Languages spoken</td> <td>Polish</td> </tr> <tr> <td>Extended opening hours</td> <td>24/7</td> </tr> <tr> <td>Languages spoken</td> <td>English, German, French, Italian</td> </tr> </table>	Phone number	+48 22 551 4583	Opening hours	Monday – Saturday 07.00 – 19.00	Languages spoken	Polish	Extended opening hours	24/7	Languages spoken	English, German, French, Italian
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On-Site Repair	<p>Service times Monday – Saturday</p> <p>The repair is performed at the location of the Terminal following prior agreement with the hotline. Any intervention will take place within 48 hours (Mon – Sat) of the alert.</p>										
Send-In Repair	<p>Repair 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. SIX Payment Services will bear the cost for returning the terminal to the Merchant.</p>										
Address	<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

SIX Payment Services Ltd
Hardturmstrasse 201
8005 Zurich
Switzerland

SIX Payment Services (Europe) S.A.
10, rue Gabriel Lippmann
5365 Munsbach
Luxembourg

