

# Our service for your payment terminal

## POLAND

<b>Customer Data</b>	Please have the following information ready each time you contact the hotline: <ul style="list-style-type: none"><li>Terminal ID</li></ul>	
<b>Technical Hotline</b>	<b>Phone number</b>	+48 22 717 5902
	<b>Opening hours</b>	24/7
	<b>Languages spoken</b>	Polish
<b>On site repair</b>	<b>Service times</b>	Monday – Saturday, 8 a.m. – 8 p.m. Repairs take place at the terminal's location following consultation with the hotline. Action is taken within the following hours of fault notification: <ul style="list-style-type: none"><li>Comfort within 48 operating hours</li><li>Premium within 24 operating hours</li><li>Premium within 6 operating hours</li></ul>
<b>Swap repair service</b>	<b>Repair times</b>	Monday – Friday The repair is performed following prior agreement with the hotline. Worldline will bear the cost for returning the terminal to the Merchant.
<b>Address</b>	<b>Address for send-in repair</b>	Mellon Poland Sp. z .o.o. Ul. Łopuszańska 36 02-220 Warszawa Poland
	<b>Contact for equipment return in case of termination</b>	customerservices@worldline.com +48 22 475 75 20

Your local point of contact can be found at: [worldline.com/merchant-services/contacts](https://worldline.com/merchant-services/contacts)

