

Overview of Terminal Services and Fees

Luxembourg

Terminals	Please keep the following details at hand whenever you contact the hotline: Merchant ID _____ Terminal ID _____																		
Helpdesk (24/7) and order of paper rolls	Phone number +352 49 10 38 E-mail: helpdesk.lux@six-payment-services.com																		
Commercial (8 h 30–12 h 00, 13 h 00–17 h 00)	Phone number +352 35566-444 E-mail: commercial.lux@six-payment-services.com																		
Customer (8 h 00–18 h 00)	Phone number +352 35566-222 E-mail: cs_luxembourg@six-payment-services.com																		
Technical intervention																			
On-site repair Service package Classic	8h00–17h00 Monday–Friday The repair is performed following prior agreement with the helpdesk within a business day.																		
On-site repair Service package Premium	8h00–22h00 Monday–Saturday The repair is performed following prior agreement with the helpdesk within a business day.																		
On-site repair Service package Premium Pro	8h00–22h00 Monday–Sunday The repair is performed following prior agreement with the helpdesk within a non-business day.																		
	All interventions beside the services provided in the agreed service package shall be invoiced separately based on the hourly rate below:																		
	<table border="1"> <thead> <tr> <th></th> <th>Monday to Friday</th> <th>Saturday</th> <th>Sunday</th> <th>Public holiday</th> <th>Public holiday Sunday</th> </tr> </thead> <tbody> <tr> <td>Day (6 h to 22 h)</td> <td>EUR 90</td> <td>EUR 135</td> <td>EUR 198</td> <td>EUR 315</td> <td>EUR 378</td> </tr> <tr> <td>Night (22 h to 6 h)</td> <td>EUR 162</td> <td>EUR 207</td> <td>EUR 225</td> <td>EUR 342</td> <td>EUR 405</td> </tr> </tbody> </table>		Monday to Friday	Saturday	Sunday	Public holiday	Public holiday Sunday	Day (6 h to 22 h)	EUR 90	EUR 135	EUR 198	EUR 315	EUR 378	Night (22 h to 6 h)	EUR 162	EUR 207	EUR 225	EUR 342	EUR 405
	Monday to Friday	Saturday	Sunday	Public holiday	Public holiday Sunday														
Day (6 h to 22 h)	EUR 90	EUR 135	EUR 198	EUR 315	EUR 378														
Night (22 h to 6 h)	EUR 162	EUR 207	EUR 225	EUR 342	EUR 405														
	Fixed travel costs EUR 75. All prices are exclusive of VAT.																		

Termination fees

The fixed rates applicable to any termination made outside the conditions described in the “General Business Conditions for Payment Terminals” and in the “General Business Conditions for Card Acceptance” shall apply as follows:

- | | |
|------------------------------------------------------------|----------------------|
| – Contract Module “Acceptance at the Point of Sale” | EUR 195 |
| – Contract Module “Payment Terminals at the Point of Sale” | EUR 195/per terminal |
| – Travel costs of the technician | EUR 75 |

Fees for damaged or stolen terminals

Price for a damaged or stolen terminal

Terminal selling price according to the current rates

All prices are exclusive of VAT.

Your local point of contact can be found at: www.six-payment-services.com/contacts

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

