SPECIAL TERMS AND CONDITIONS – IDEAL
V2019.04.16

The merchant explicitly agrees that the guaranteed payments by the acquirer of the funds regarding iDEAL transactions are done to Ingenico Financial Solutions.

The merchant agrees to cooperate with all information requests of Currence iDEAL B.V. in the context of the Rules & Regulations of iDEAL.

The merchant works in accordance with all laws and regulations in place for his online activity.

The merchant has a documented complaints procedure with escalation that includes a working telephone number and/or email address.

Ingenico Financial Solutions hereby informs the merchant that he can insure himself against payout risks concerning the funds he needs to receive.

Ingenico Financial Solutions will take all measures necessary at request of Currence B.V. or the acquirer against the merchant in case of (alleged) fraud.

Conditions regarding the use of the iDEAL logo and branding will happen in accordance to the rules of the brand owner, Currence B.V.

Agreed terms regarding the payouts of the funds due are mentioned in the Merchant Services Contract.

If the merchant uses a third party, this third party will need to be mentioned in the agreement between such parties and this third party will need to respect the provisions of the "Merchant integratiegids". The merchant will enforce these rules upon the third party by request of Ingenico Financial Solutions or Currence B.V.

Liability provisions are covered in the general terms and conditions of Ingenico Financial Solutions.

Ingenico Financial Solutions will do everything in its power to minimise service interruptions. In case an interruption has an impact on the merchant, the merchant will be notified by email using the contact info on the Merchant Services Contract.

In case of complaints or disputes, the merchant needs to contact the Ingenico Financial Solutions Compliance officer who will coordinate the procedure.

The applicable law is stipulated in the general terms and conditions of Ingenico Financial Solutions.

This is just an appropriate translation that has no legal value. By signing this document you agree to the Dutch canonical version of this document that you confirm to have received also.