

Get your website ready to process payments!

To process online payments, there are some critical information that you need to have on your eCommerce website.

Why must I do this? To comply with all EU regulations & credit card rules. Our checklist below will help you get your website ready.

Tip: Is your live website not available yet? Send us your test website.

Checklist

Minimum requirements to process payment with Worldline.

1. A clear **overview of products and/or services**, including:
 - Prices in the currency offered by you, the merchant.
2. **The website** should include the legal mentions of company:
 - Legal name, company address and VAT number/Company registration number.



Minimum requirements to receive your funds

1. **Terms & Conditions/Conditions of Sales** should include the following information:
 - Legal guarantee of products and/or services (where applicable)
 - Cancellation policy for products and/or services (where applicable)
 - Only applicable to B2C: Legal mention that customer has the right to return goods within a minimum of 14 days upon receiving it. (Some exceptions may apply depending on goods being sold such as perishables or customized products)
 - Indicate the time after which customer's credit cards are debited after payment.
Here are some examples that you may use:
 - *"All Credit and Debit card transactions are debited at the point of purchase."*
 - *"Please note that your credit card will directly be charged at the moment of transaction."*
 - *"Payment can be made via our secure check out pages using your credit or debit card. Your card will be debited at the moment you place your order and receive confirmation"*
 - Explicit information on the shipping process, method of delivery (e.g., Bpost, DHL..) and the estimated delivery timeframe mentioned.

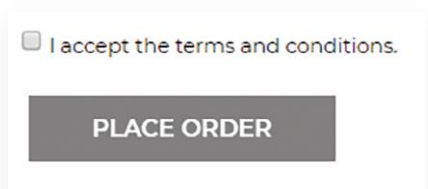
2. Checkout or Payment page should include the following information:



Hummingbird printed t-shirt x 1	€28.68
	€22.94
'The best is yet to come' Framed poster x 1	€69.60
Shipping	Free
Taxes	€4.82
Total	€97.36



Final price must include VAT and display shipping cost on the same page.



I accept the terms and conditions.

PLACE ORDER

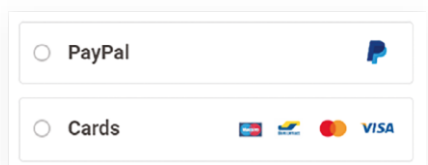


A tick box for customers to give consent to Terms & Conditions before payment is made.

OR a clear statement informing customers that they accept the Terms & Conditions when clicking on the payment button or during the account sign-up.

OR a sentence in the T&Cs that stipulates that by using this website, and placing an order the consumer accepts the T&Cs.

3. Credit card logos displayed on the payment page:



PayPal

Cards



Visa & MasterCard logos must be displayed on the payment page when the consumer selects his preferred payment option.

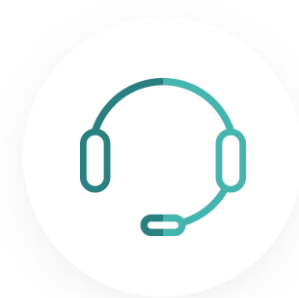
4. Privacy Policy (such as information on how customer data is stored)

Make sure that policy is in line with Worldline's policy that can be found [here](#).

5. Contact Us page should include the following information:

Email address and/or phone number.

A plain contact form is not enough.



Need some assistance? Get in touch with our Sales Support team in your country

International	Email
Belgium	salessupportbe@worldline.com
France	salessupportfr@worldline.com
The Netherlands	salessupportnl@worldline.com
Iberia & Italy	salessupportes@worldline.com
United Kingdom	salessupportuk@worldline.com



Deemed authorized and regulated by the Financial Conduct Authority. The nature and extent of consumer protections may differ from those for firms based in the UK. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorization, are available on the Financial Conduct Authority's website.