

Conditions for the use of the Nexi Merchant Portal ("portal")

1. Subject matter of the agreement

The use of the portal enables the contract partner to retrieve the statements of card transactions submitted to Nexi and to obtain additional services described in more detail in the portal if desired. Further information about the functions of the portal can be found in the terms and conditions of use and the instructions that can be viewed and downloaded from the portal.

The statements will be held ready for retrieval by the contract partner for a period of at least 12 months.

2. Registration and use

To use the service the contract partner nominates a person with access rights in the corresponding service agreement, together with an email address that is used for online contact and as a user ID. This person is sent a password to log in for the first time. Once the person has logged in for the first time and accepted the terms and conditions of use they choose a new password to continue using the portal (login password). The super-user nominated and authenticated vis a vis Nexi is allowed to set up other users for the legal person and to give them specific rights within the my.Nexi website. The contract partner will require its authorised users to use the login password confidentially.

3. Objections to statements of account

Nexi will make the statements available to the contract partner on the portal on the day after the statement date. Statements are deemed to have been received as soon as Nexi has made them available for retrieval by the contract partner. The contract partner is obliged to retrieve the statement promptly and to check that it is complete and correct without delay. Any objections are to be made within four weeks to Nexi in writing, which does not include any means of telecommunication (telefax, email). The statement is deemed to have been approved if the contract partner neglects to raise its objections in good time. The contract partner may ask for the statement to be corrected thereafter but must then prove that a debit was made incorrectly or a credit to which it was entitled was omitted.

4. Chargeback management

If the contract partner uses the portal, chargeback management for Visa and MasterCard transactions will be switched to the portal automatically. Communication concerning chargebacks by card issuers and the documentation to be provided

must then take place solely via the portal. If they use the portal, contract partners are therefore obliged to open the chargeback module once a week to make sure they do not miss any deadlines for chargebacks and providing documentation.

5. Termination

The contract partner is entitled to terminate this agreement at any time by giving written notice, which does not include any means of telecommunication (telefax, email), of four weeks to the end of the month. Nexi will then print the transaction statements and communication in connection with chargebacks and send them by post. The contract partner is to bear the costs of the switch and the subsequent costs of delivering hard copies.