

If you receive orders by phone, fax or mail and accept VISA and MasterCard for payment, we offer you the services you need with our MAIL-/PHONE-ORDER MAIL PLUS contract.

MAIL-/PHONE-ORDER PLUS offers the following features.

Transaction processing

- Processing of all MasterCard and VISA transactions initiated by mail, phone or fax and submitted using a software solution
- Authorization issued automatically for all transactions around the clock, 365 days a year
- Telephone authorization around the clock in case of breakdown of the electronic authorization system
- Increased security during transmission of the CVC2 (MasterCard) and CVV2 (Visa) verification data

Crediting

Payments are credited to your bank within 30 calendar days.

Credit notes

For an additional charge, you receive an electronic summary of all transactions performed using MasterCard and Visa (PDF file).

Foreign currencies (with supplemental agreement)

Payments are credited and debited in Swiss francs, euros and U.S. dollars. Other currencies are available for an additional charge.

Credits included*

In the event of product returns and damaged shipments, or if your customer withdraws from the purchase agreement, we handle credits without charging any processing fee.

We look after your interests (chargebacks)*

We handle the case free of charge if the cardholder refuses payment.

Customer service

Our customer service agents are on hand to answer any questions you have regarding cash flows or contracts.

Information on interesting current topics

We keep you informed about interesting current topics from the world of electronic payment in our regular News@il newsletter and customer magazine entitled accept.

Contract duration

In the interest of a long-term partnership, contracts are generally concluded for a minimum period of 36 months.

For further information, please call our Customer Service department on 0848 832 333.

* Subject to Section 10 of the Special Business Conditions for the Acceptance of Credit Cards in the Absence of the Card.