

# KBC Merchant Services

The Rate Card *valid from 01/06/2025*

## 1. Commissions: all commission amounts are as specified in the contract

## 2. Fees

### 2.1. Transaction-related fees

Fee type	Item Fee (€ or %)
Lost chargeback fee	€30.00 per lost chargeback
Good-faith claim fee	€30.00 per Good-faith letter
Manual transaction processing fee	€5.00 per transaction

### 2.2. Recurring, terminal-related fees

Fee type	Item Fee (€ or %)
Terminal rental fee, per month – DX4000 (desk)*	€24.99 per month, per POS terminal
Terminal rental fee, per month – DX8000 (portable) *	€34.99 per month, per POS terminal
Maintenance fee, per month – DX4000 (desk)*	€12.00per month, per POS terminal
Maintenance fee, per month– DX8000 (portable)*	€19.00 per month, per POS terminal

\* The minimum fee is equal to 12 times the monthly fee

### 2.3. Terminal related fees – one-off fees

Fee type	Item Fee (€ or %)
Installation by technician	€129.00 per installation
Additional terminal installation, by technician	€60.00 per installation
Plug and play installation	Free of charge
Terminal purchase – DX4000 (desktop)	€499.00 per a POS terminal
Terminal purchase – DX8000 (portable)	€549.00 per a POS terminal
Repair cost (due to Merchant error)	Variable to a maximum price of replacement terminal purchase price

## 3. Contractual penalties

Fee type	Item Fee (€ or %)
Damaged or lost Terminal**	€500.00 per POS terminal
Non-compliance fee**	Variable

\*\* VAT not applicable