

Important Information Regarding Your Merchant Account

The quick reference guide will provide you with an overview of the principal terms and conditions that govern your merchant account with Signature Card Services. For the complete terms and conditions please refer to your Signature Card Services Merchant Agreement. If you have any questions about your account please call our Customer Service department at (888) 334-2284.

Governing Terms

1. Merchant may not set minimum purchase amounts, surcharge card transaction, disburse cash (except on debit card transaction), or require cardholders to provide any personal information (e.g. phone number or address). Merchant may only process transactions for the location registered with us and may not process transactions for any other business or location.
2. Payments to Merchant are provisional and subject to chargebacks and adjustments. Merchant is fully liable to us for all transactions returned to us for whatever reason, such returns being known as "chargebacks". Merchant agrees to accept all chargebacks and will be liable to us in the amount of any sale that the cardholder or card issuer disputes.
3. Merchant discount fees are calculated on gross volume.
4. Merchant account is subject to termination fees as well as retrieval and/or chargeback fees, applicable sales tax and supply fees.
5. We may change or add to these Terms & Conditions. We will inform merchant of a change/addition in a periodic statement or other written notice.

Merchant will be deemed to have agreed to the change/addition if it continues to present transactions to us after 30 days following the mailing of the notice.

6. Notwithstanding the previous sentence changes/additions to fees will be effective upon notice to Merchant, unless a later effective date is provided. We may pass through to Merchant any fee increases imposed by Visa, MasterCard, or telecommunications vendors without giving Merchant the right to terminate the merchant agreement.

Merchant Responsibilities

1. Merchant is responsible for identifying the cardholder, verifying the signature and expiration date on the card for card not present transactions. Merchant must obtain a Code 10 voice authorization on any suspicious transaction and follow any instructions given by the operator.
2. Merchant must obtain authorization via telephone or electronic device from the designated authorization center prior to completing each transaction. Such authorization, however, is NOT a guarantee of the transaction or of payment for it.

Glossary Of Terms

Authorization Fee - a fee that is charged each time authorization is obtained on a bank card or non-bank card transaction.

AVS Fee - a fee assessed each time address verification is obtained either by a Point of Sale (POS) device or by calling the voice center.

Chargeback Fee - a flat, per occurrence fee that is charged to cover processing charges incurred because a transaction is being disputed by the cardholder or card issuer.

Minimum Discount Fee - the minimum amount billed monthly for discount fees. If discount due is not equal to or greater than the set minimum, then it will be adjusted up to that amount.

Retrieval Fee - a flat, per occurrence fee charged to cover processing charges incurred by the request from the cardholder or card issuer for a legible draft copy.

The logo for Signature Card Services, featuring the word "Signature" in a bold, italicized, sans-serif font. A thick, black, curved line arches over the text, starting from the left and ending at the right, resembling a stylized signature or a swoosh.