

Easy Switch – Terms and Conditions

How to claim

1. The terminal must be installed and have made its first live transaction within 14 days of delivery date
2. The first rental of the minimum term terminal hire agreement must be paid
3. Customers need to provide/request reasonable information e.g. copies of contract
4. Customers must provide Handepay with a final invoice/settlement quote from their existing supplier via email to switching@handepay.co.uk or fax 01942 407 998
5. Customers need to provide Handepay with a VAT invoice for the final switching costs via email to switching@handepay.co.uk or fax 01942 407 998
6. Claims for switching costs must be made within 90 days of the first live transaction date
7. All switching costs must be repaid immediately by the customer to Handepay on the earlier of you closing the Merchant Acquiring Account or use of the terminal stops for a concurrent period of 30 days or more, in accordance with the following sliding scale:

0 - 12 months of the first live transaction	100% repayment
13 - 24 months of the first live transaction	75% repayment
25 - 36 months of the first live transaction	50% repayment
37 - 48 months of the first live transaction	25% repayment

Please note that if you have more than one terminal, the amount repayable per terminal will be calculated by dividing the total switching fee to be repaid by the number of terminals you have.

Who's it for?

1. Customers who are new to Handepay
2. Customers who get their terminal equipment from the same provider as their merchant account
3. Customers whose terminal rental is shown on their monthly merchant statement

What's covered?

1. Cancellation fees for your acquiring facility and terminal
2. Amounts are uncapped and will be covered regardless of how long you have been in contract

What's not covered?

1. Costs you incur for non-returned terminal equipment
2. Costs for returning terminal equipment to your old provider
3. Costs you incur for terminal equipment which is damaged when you return it
4. Any charges which are outstanding or unpaid on your account at the point of cancellation, such as merchant service charges, minimum monthly service charges, PCI fees or terminal rental
5. Costs where your terminal is provided by or rented to you by a third party which is not your merchant account processor

Please note that if you get your terminal equipment from another supplier we may be able to offer switching fees on a bespoke basis. Offer only available to new customers joining Handepay via EVO Payments.

Cash Back Promotion Terms and Conditions

These terms only apply to customers who have signed and submitted their application with a promotional letter:

1. Cash Back will be paid as per the amount detailed on the letter. No other cash back amount will be paid, and cash back will not be paid unless a correctly completed and signed letter is provided during the application process
2. Cash Back must be claimed in line with the main Easy Switch terms and conditions, detailed above under “how to claim”
3. Easy Switch point 4, under “how to claim” will not apply to Cash Back promotion