

# Fair Use Policy – Payment Terminals

This Fair Use Policy forms part of your Agreement with Spektrix and applies where you have subscribed to Spektrix Payments services.

Spektrix may update this policy from time to time. Please ensure you review this policy regularly for updates. Your continued use of Spektrix services after any change to this policy constitutes your acceptance of the changes.

## 1. Supply of Hardware

1.1 Clients will be supplied with the specified hardware and additional materials for business use, including:

- Payment Terminal (Verifone V400m, Verifone V400c Plus, or Castle S1F2 Mobile Terminal depending on client needs and availability).
- Region-Specific Power Adapter
- 20 receipt rolls for all terminals (First order only)
- USB-A to USB-C cable (included with S1F2, V400m, and V400c Plus)
- 4G Sim Card (pre-installed in S1F2, V400m, and V400c Plus)

1.2 Clients may be provided with 5 or more terminals based on their operational needs. All new clients from 1st May 2025 will be provided with S1F2 terminals. For all other clients, Spektrix will only order the V400m and V400c Plus as replacements when covering the cost of replacement until Adyen communicates they are no longer able to provide the V400m and V400c Plus at which point Spektrix will replace with the S1F2.

## 2. Quantity of Payment Terminals

2.1 Spektrix will supply an appropriate number of Payment Terminals based on the client's business requirements.

2.2 At its discretion, Spektrix may provide additional hardware as deemed necessary to fulfill the client's needs.

2.3 Spektrix will assess the number of Terminals provided by considering:

- An equivalent quantity to what the client had with its previous payment gateway.
- A sufficient number to cover all standard sales positions within the client's core business operation.

#### **Examples of Fair Use:**

- A client operating a mobile box office across multiple venues may receive multiple terminals to cover all active sales points.
- A client with a fixed venue requesting additional terminals solely for short-term peak periods may be advised to relocate existing terminals or purchase additional ones at their own expense.

2.4 Spektrix will not supply additional Terminals beyond those necessary for day-to-day sales operations. No surplus Terminals will be provided.

### **3. Replacement of Payment Terminals**

3.1 Clients will receive all hardware and additional equipment in working condition, free from defects. Clients are responsible for the safekeeping of the Terminals and their components.

3.2 Spektrix will provide replacement Terminals for stolen, faulty, or damaged devices. Clients must return faulty or damaged Terminals at their own expense before replacements are issued.

3.3 In the event of a lost or stolen Terminal, clients must notify the Spektrix Support team immediately to arrange a replacement.

3.4 If Spektrix determines, at its discretion, that an unreasonable number of Terminals are lost, stolen, or damaged, either due to client negligence or any other reason, Spektrix reserves the right to invoice the client for replacement Terminals.

3.5 Spektrix will replace Terminals if they become non-compliant due to manufacturer support changes or processor approval updates but not in advance of such changes.

3.6 V400m and V400c Replacement Policy: Faulty V400m and V400c Plus terminals will be replaced with another V400m or V400c Plus until Adyen communicates that no more of these terminals are available, at which point Spektrix will replace with the S1F2.

3.7 Terminal Replacement at Discretion: At its discretion, Spektrix may replace V400m and V400c Plus terminals once they have reached the end of their operational lifecycle.

#### **4. If a Client Stops Using Spektrix Payments**

4.1 Upon termination of the Agreement between Spektrix and the client, Terminals must be returned at the client's own cost. If the Terminal is not returned in reasonable condition, Spektrix will charge the client for the cost of a replacement.

4.2 Terminals must be returned within 30 days of contract termination to avoid additional charges.

#### **5. Accessories & Consumables**

5.1 On the initial order, Spektrix will provide 20 additional receipt rolls for all terminals, including S1F2, V400m, and V400c Plus.

5.2 Clients are responsible for purchasing additional receipt rolls or accessories, such as charging docks or carrying cases, beyond the standard power supply provided. Receipt rolls are standard issue and can be purchased from many office suppliers.