



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 the intended use of its business, as listed:

- Payment Terminal (also known as a Chip and PIN/Chip Reader) ([Verifone v400c](#) as of Feb 2024)
- Power Supply
- One receipt roll

1.2 Clients may be offered with one or more [Verifone v400m](#) as an alternative to the Verifone v400c, subject to Spektrix's discretion if deemed suitable for the client's setup e.g. a floating box office in a bar/cafe as opposed to a fixed desk.

2. Quantity of Payment Terminals

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

2.2 At its discretion, Spektrix may provide the client with extra hardware as deemed necessary to fulfill the client's requirements.

2.3 Spektrix will assess an appropriate number of Terminals for clients by considering the following factors:

- An equivalent amount to what the client had with its previous payment gateway.
- A sufficient number for every standard sales position within the client's core business operation.

- For example, a client whose core business activity is to organize an annual festival, may require X number of Terminals exclusively for the duration of the festival, such usage would be deemed as fair and reasonable.
- In contrast, for a client whose core business was a permanent venue but operates a temporary outdoor popup box office for one weekend, additional Terminals would not be included. Instead, the client could opt to relocate their existing Terminals to the popup box office or they could choose to purchase additional Terminals at their own expense.

2.4 Spektrix will not supply additional Terminals beyond the necessary day-to-day sales positions that are not and previously were not required. No surplus Terminals will be provided.

3. Replacement of Payment Terminals

3.1 Clients will receive all hardware and additional equipment in working conditions, free from defects. Upon receipt of the equipment, clients are responsible for the safekeeping of the Terminals and its components.

3.2 Spektrix will provide replacement Terminals for stolen, faulty or damaged devices or standard-issue components (e.g. charger). Clients will be responsible for the return of faulty or damaged Terminals at their expense. Spektrix will issue replacements upon receiving and reviewing the returned hardware.

3.3 In the event that your Terminal is lost or stolen, please contact our Support team immediately. We will promptly arrange for replacements to be provided.

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 the manufacturer support or processor approval means that the Terminals are no longer PCI compliant, but not in advance of that.

4. If a client stops using Spektrix / Spektrix Payments

4.1 At the end of the Agreement between Spektrix and the client, Terminals must be returned at the client's own cost. If they are not returned in reasonable condition, Spektrix will charge the client for the cost of replacement with the final invoice.

4.2 Terminals are required to be returned within **30 days** following the termination of the agreement. Failure to adhere to this timeframe will incur charges.

5. Accessories & Consumables

5.1 On the first order of hardware only, Spektrix will also supply 20 additional receipt rolls.

5.2 The client is responsible for purchasing further receipt rolls or any additional accessories they wish to own (e.g. a bluetooth charging dock instead of the standard-issue power supply). Receipt rolls are standard-issue and can be purchased from many office suppliers.