



# Online Payment Terms and Conditions

## Online Credit and Debit Card Payments

These Online Payment Terms constitute a contract between you and FLOCERT GmbH. Please read them carefully. You may either accept or decline the Terms as indicated at the bottom of this page, but to make payment using the Online Credit Card Payment Services you must accept the Online Payment Terms by clicking "I Accept". All payments of FLOCERT GmbH invoices using the Online Credit Card Payments are subject to the following conditions.

By using the FLOCERT GmbH Online Payment Service you confirm that:

- You are 18 years of age or over.
- You have the authority to validly accept the Online Payment Terms and are able to and will meet your obligations in relation to these Terms.
- The credit/debit card used in connection with the payment is issued in your name or you are authorized to use the credit/debit card.
- The information supplied by you is true and correct.

### Making a payment

When you complete the Online Payment Form, funds will be deducted from your credit/debit card in EUR currency. The payments are debited to FLOCERT GmbH. Due to the way transactions are processed by the external banking sites, there may be delays of up to 7 days in updating your payment in FLOCERT GmbH's records.

### Payment confirmation

FLOCERT GmbH will confirm your successful payment with the details via email.

If your payment has been unsuccessful, you will receive an error message advising that your payment has failed. FLOCERT GmbH will however not be advised why a payment has failed; therefore, you should contact your credit card provider for details.

If your payment fails, please use one of the other payment methods described on your invoice to pay your invoice.

### Security and data processing

Credit and debit card payments are secure:

- Payments will be processed directly by Heidelpay GmbH using Secure Socket Layer (SSL) technology.
- Credit card numbers are protected with a high level of encryption, using Secure Socket Layer (SSL) technology, when transmitted over the Internet.
- FLOCERT GmbH does not store in any way your credit card details.

Certifier for



**FAIRTRADE**  
INTERNATIONAL



By using FLOCERT GmbH's online payment service you accept and consent to your personal data being provided to our service provider for sole purpose of offering and administering the online payment. We respect the privacy of every individual who visits our site. The privacy policy of the provider can be found under <https://www.heidelpay.com/en/privacy-statement/>

The FLOCERT GmbH website has a valid SSL certificate and uses SSL technology to protect the loss, misuse and alteration of the information under our control.

Important security note: Never transmit credit card information by e-mail.

#### Law and Jurisdiction

The exclusive place of performance and jurisdiction for all disputes arising from this contract will be Bonn, Federal Republic of Germany, for both parties, as far as applicable. FLOCERT reserves the right to institute legal proceedings at the place where you have your place of business.

All disputes arising in connection with this contract or its validity shall be finally settled according to the Arbitration Rules and the Supplementary Rules for Expedited Proceedings of the German Institution of Arbitration e.V. (DIS) without recourse to the ordinary courts of law. The place of arbitration is Bonn, Germany. The substantive law of Germany is applicable to the dispute. The language of the arbitral proceedings is English.

This contract and all questions concerning its performance, validity, and interpretation shall be governed by the law of the Federal Republic of Germany. This contract shall not include, incorporate or be subject of the provisions of the United Nations Convention on Contracts for the International Sales of Goods.

#### Miscellaneous

FLOCERT GmbH's Terms and Conditions for online credit card payments are subject to change at any time. Each transaction shall be subject to the specific Terms and Conditions that were in place at the time of the transaction. If you have any questions or concerns, please contact support by email at [info@flocert.net](mailto:info@flocert.net) or telephone at +4922824930.