



# Daisy Corporate Services Trading Limited, trading as 'Daisy Corporate Services' Automated Credit Card Payments

## END USER Terms and Conditions

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY  
BEFORE USING THIS SITE

### Definitions

As used in these terms and conditions: "Daisy Corporate Services Trading Limited, trading as "Daisy Corporate Services"; "we," or "us" refers collectively to Daisy, including all its subsidiaries;

"You" or "your" means the End User.

"Credit Cards" includes both credit cards and debit cards.

"Customer" means a customer of Daisy.

"End Users" mean employees of the Customer.

"Services" means any service provided by Daisy or its subsidiaries to the Customer and its End Users.

### Terms of Use

- a. These terms and conditions (together with the documents referred to in it) apply to the use of our online portal, 'Synapse' (the "Site") for purposes of registering for automated credit card payments.
- b. Use of our Site includes accessing, browsing or registering to use our Site.
- c. Please read these terms of use carefully before you start to use our site, as these will apply to your use of our Site. We recommend that you print a copy of this for future reference.
- d. By using our Site, you confirm that you accept these terms of use and that you agree to comply with them.
- e. If you do not agree to these terms of use, you must not use our Site.

### Other Applicable Terms

- a. These terms of use refer to the following additional terms, which also apply to your use of our Site:
  - Our Privacy Policy <https://daisygroup.com/privacy>, which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our Site, you consent to such processing and you warrant that all data provided by you is accurate.
  - Synapse Terms and Conditions <https://daisygroup.com/terms-and-conditions/synapse>, which sets out the terms of use which applies to the entire contents of the "Site" website under the domain name [synapse.daisygroup.com](https://synapse.daisygroup.com), to data displayed or provided by the website which are related to telecommunications services provided to you, your employer or companies within your group of companies and to any correspondence by e-mail between you and us.

### Changes to these terms

- a. We may revise these terms of use at any time by amending this page. Please check this page from time to time to take notice of any changes we made, as they are binding on you.



## Changes to our Site

- b. We may update our Site from time to time, and may change the content at any time. However, please note that any of the content on our Site may be out of date at any given time, and we are under no obligation to update it.
- c. We do not guarantee that our Site, or any content on it, will be free from errors or omissions.

## Setting up your account

- a. You will be required to input your details into the template attached to the registration page on the Site.
- b. Daisy will advise you via the Site that your account is ready for set-up.
- c. A user name and password will be sent via the Site to you.
- d. Once the template has been completed, the details will be authenticated via Sage Pay and the registration completed.
- e. You may update Credit Card details when it expires or has been issued with a new card.

## Authorisation

By entering your Credit Card information:

- a. You are stating that you are an authorised user of the Credit Card and that the associated information entered (account holder name, account number, billing address, etc.) is accurate.
- b. You must not use a Credit Card to make a payment through the Site unless you are the authorised cardholder or you have the authority from the cardholder to do so. If we suspect that you are using any payment card fraudulently we reserve the right to pass your information on to the applicable law enforcement agency without notice to you.
- c. You authorise Daisy to charge the amount you have requested to your Credit Card.
- d. If you set up automatic payments, then you authorise Daisy to charge the amount due for the invoice being paid to the Credit Card.
- e. You also authorise Daisy to return to your Credit Card any funds due to you by Daisy resulting from use of this service.

## Security

- a. If you are provided with a user name or identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to a third party.
- b. We have the right to disable any user name, identification code or password, whether chosen by you or allocated by us at any time. If in our reasonable opinion you have failed to comply with any of the provisions of these terms of use. If you know or suspect that anyone other than you knows your user name, identification code or password, you must promptly notify us at the number below.
- c. We will only allow you to log on and use the online account section of the Site if you use your user name and password. For your protection, if you enter your user name and password incorrectly three (3) times, we will block access to your account. If we block your account, you will need to phone us on the number below so that we can re-activate it. You must make sure that nobody else knows your password. You can change your password on our Site or by phoning us on the number below.

## Confirmation of payment

- a. [Once your payment has been authorised, a confirmation screen will be displayed showing details and a transaction reference number. These details will also be e-mailed to you.
- b. Payments will be processed by the end of the day after you use the Site to make a payment.



## Charges

- a. For each transaction, in addition to the charge you have authorised, your credit card issuer and network may assess their customary transaction or handling charge, if any.
- b. If a charge is declined or reversed by the credit card issuer or network, you agree to pay us a service charge and to reimburse us for all reasonable costs of collection. Your credit card issuer may also assess its customary charge for such transactions.
- c. Daisy may charge a validation charge of £1.00 to your Credit Card for purposes of validating your Credit Card details.

## Dishonoured Requests for Payments

- a. If your credit card issuer or network does not honour an automated credit card payment transaction set up by you, then we have the right to charge the amount of any such transaction to the Customer.
- b. If your credit card issuer or network does not honour an online payment transaction, we may also suspend or terminate any or all Services, and we may cancel your right to participate in the automated credit card payments program.

## Confirmation of Payment

- a. By clicking "Submit," you are consenting to receive a one-time confirmation of this payment electronically to the email address you have provided to us.
- b. If you set up automatic payments, then you are consenting to receive a one-time confirmation of each payment electronically to the email address you have provided to us.

## Contact Details

Should you have any difficulty in setting up an automated credit card payment, please contact our Support team directly on Tel 0330 0243333 between the business hours of 9:00am and 5:30pm Monday to Friday.

## Governing law

These terms and conditions are governed by and to be construed in accordance with English law. Any disputes shall be subject to the exclusive jurisdiction of the English courts.