

DISH PAY – LIST OF PRICES FOR SERVICES

This price list is valid from 01 September 2024, applicable country: Italy.
All prices in this list are subject to the applicable value added tax (VAT) of Italy.

Unless otherwise specified in the related footnotes, this List of Prices for Services is applicable to all services within the scope of the DISH Pay:

- **Connected to DISH POS systems - DISH POS or DISH POS Lite:** in general speaking, the customers must have purchased DISH POS or DISH POS Lite beforehand.
- **Not connected to DISH POS systems¹:** for customers not utilizing it in conjunction with any other DISH product or services, such as DISH POS or DISH POS Lite.

These prices are to be used in conjunction with **DISH General Terms of Use** (www.dish.co/terms-of-use), **Privacy Policy of DISH** (www.dish.co/privacy-policy) and **Special Conditions For DISH Pay** (www.dish.co/special-conditions-for-dish-pay).

PART I: PRICING FOR DISH PAY PAYMENT ACCEPTANCE (APPLICABLE TO BOTH DISH PAY CONNECTED AND NOT TO DISH POS SYSTEMS¹)

MANDATORY: DISH PAY – PAYMENT ACCEPTANCE CONTRACT AND OTHER SERVICES ²		
Item Specification	Price	Invoicing Cycle
I. Payment Acceptance Contract – Transaction Fees³		
For each card authorization , include transactions, credits, refunds, and authorizations for both POS and e-commerce	0,05 EUR	Per transaction
EEA⁴ issued consumer cards presented at the POS: VPay, Maestro (e.g., consumer credit or debit cards)	(%) 0,69	Per transaction amount
EEA⁴ issued consumer cards presented at the POS: Visa, MasterCard (e.g., consumer credit or debit cards)	(%) 0,99	Per transaction amount
EEA⁴ issued consumer cards (listed above), used in e-commerce including via QR code⁵ (e.g., VPay / Maestro / Visa / MasterCard consumer cards used in e-commerce online platforms)	(%) 1,89	Per transaction amount
Any type of payments from non-EEA⁴ issued consumer cards: JCB, China Union Pay, Discover/Diners, and all other non-EEA issued consumer credit or debit cards	(%) 2,49	Per transaction amount
Any type of payments from all business cards (e.g., VISA Corporate/Business, Mastercard Corporate/Business, and similar card types)	(%) 2,49	Per transaction amount

¹ DISH POS systems refer to DISH POS or DISH POS Lite, and their add-on Order2POS including Order2POS Webshop.

² The Payment Acceptance Contract and other services of DISH Pay are mandatory: our customers can choose which items in this sector to offer as the cashless payment methods to their guests from [I. Payment Acceptance Contract - Transaction Fees](#).

³ In this section, any payment methods involving QR codes leading to QR payments do not apply to DISH POS Lite. QR payment only functions when our customers have already obtained and are operating an active DISH POS system.

⁴ EEA refers to countries within the [European Economic Area](#). Those outside this area are considered non-EEA countries.

⁵ Customers are responsible for any associated risks (e.g., chargeback) related to this payment method. DISH Pay is not liable for these risks.

MANDATORY: DISH PAY – PAYMENT ACCEPTANCE CONTRACT AND OTHER SERVICES¹

Item Specification	Price	Invoicing Cycle
Any type of payments from American Express	(%) 3,50	Per transaction amount
All payments from giropay, iDeal, eps, Sofort, SEPA Direct Debit used in e-commerce including via QR code²	(%) 1,89	Per transaction amount
All payments with PayPal made via a hosted PayPage³	(%) 0,20 + PayPal fees ⁴	Per transaction amount
All other card or payment types that are technically processed but not further defined in this list	(%) 2,49	Per transaction amount
II. DISH Pay – Other Service Fees		
DISH Pay account service fee⁵ including a daily or weekly payout of accrued merchant sales, which is adjusted after deducting DISH Pay fees, chargebacks, and other associated fees	1,50 EUR	Monthly
DISH Pay account set-up fee⁵ and registration with the card and payment systems	199,00 EUR	One-time
Special right of termination⁶ In the event of business closure (subject to proof), customers have the right to terminate the concluded DISH Pay user or payment device / terminal agreements and related services	199,00 EUR	One-time per business
Processing of chargebacks when the customer requires	39,90 EUR	Per transaction
Payer authentication (2-factor), further risk verification (e.g., 3D Secure, risk monitoring in e-commerce)	0,09 EUR	Per transaction
“Key entered” (also known as “manually entered”) transactions	(%) 2,89	Per transaction amount
Tip function (if technically set up)	0,00 EUR (Without surcharge)	Per transaction
Online statement	0,00 EUR (Free of charge)	Monthly

¹ The Payment Acceptance Contract and other services of DISH Pay are mandatory: our customers can choose which items in this sector to offer as the cashless payment methods to their guests from [I. Payment Acceptance Contract - Transaction Fees](#).

² Customers are responsible for any associated risks (e.g., chargeback) related to this payment method. DISH Pay is not liable for these risks.

³ To enable this payment method for DISH Pay, our customers must have a pre-existing direct contract with the related provider.

⁴ The fee is determined by the direct contract between the customer and the respective provider.

⁵ This fee may be waived during the 1st time purchase, provided that the DISH Pay's Payment Acceptance Contract is purchased along with one of DISH Pay's payment [device](#) or [terminals](#) as a bundle, either connected or not connected to DISH POS systems. The final decision on fee waiving is subject to the agreement between the sales agent and the customer.

⁶ If the customer exercises this right and provides proof of business closure, the customer's payment obligation for the remaining fees of the DISH Pay individual contract can be waived.

PART II: PRICING FOR DISH PAY TAP TO PAY SOLUTIONS (APPLICABLE TO DISH PAY CONNECTED TO DISH POS)

OPTIONAL: DISH PAY TAP TO PAY SOLUTIONS – COMPATIBLE PAYMENT DEVICE ¹				
Item	Type	Price	Invoicing Cycle	Details / Conditions
I. One-time purchase option²: <ul style="list-style-type: none"> – One model which is connected to DISH POS – Fixed one-time purchase price for the device, with Tap to Pay license³ monthly fee 				
Connected to DISH POS: DISH POS Tap to Pay Handheld	Hardware	220,00 EUR	One-time	<ul style="list-style-type: none"> • One-time purchase of the hardware of DISH POS Tap to Pay Handheld device, including the cable and needed installation support. • Warranty: 1 year coverage.
	Tap to Pay license ³	7,90 EUR	Monthly	<ul style="list-style-type: none"> • Minimum commitment period: 12 months, with automatic renewal for the same period unless being cancelled at least one month before the period ends. • Monthly charged to the customer, as long as the associated DISH Pay Payment Acceptance Contract is effective. • Cancellation condition⁴: only possible when the customer terminates the associated DISH Pay Payment Acceptance Contract, after the first 12-months commitment period. • Notice period of cancellation: one month.

¹ The payment device of DISH Pay Tap to Pay Solutions is optional for our customers to purchase. However, only the device model from this list is compatible to DISH Pay system.

² Please refer to [DISH Pay Special Conditions Part II Chapter A](#) for details of one-time purchase conditions.

³ Tap to Pay license: a mandatory license required when purchasing the payment devices of DISH Pay's Tap to Pay Solutions. This license ensures the continuous availability of Tap to Pay function on these devices.

⁴ This cancellation condition applies only to the Tap to Pay function for this handheld device under DISH Pay, and does not affect other DISH POS-related licenses associated with this device. For the actual cancellation procedures, please consult the local sales agent or contact [DISH Support Team](#).

PART III: PRICING FOR DISH PAY CLASSIC TERMINALS

(APPLICABLE TO BOTH DISH PAY CONNECTED AND NOT TO DISH POS SYSTEMS¹)

OPTIONAL: DISH PAY COMPATIBLE CLASSIC TERMINALS ²				
Item	Type	Price	Invoicing Cycle	Details / Conditions
I. One-time purchase options³: <ul style="list-style-type: none"> - Three models to choose, all applicable to DISH Pay connected and not connected to DISH POS systems¹ - Terminal hardware fixed one-time purchase price with TRS⁴ monthly fee 				
Connected and not connected to DISH POS systems ¹ : DISH Pay V400m (Mobile / portable model, with added printer)	Hardware	699,00 EUR	One-time	<ul style="list-style-type: none"> • One-time purchase of the terminal hardware of DISH Pay V400m, including all the cable, SIM card and needed installation support. • Warranty: 1 year coverage. • Mandatory disposal policy: customers are required to return the terminal for further disposal process when the associated DISH Pay Payment Acceptance Contract is no longer effective.
	Terminal Replacement Service (TRS) ⁴	3,90 EUR	Monthly	<ul style="list-style-type: none"> • Monthly charged to the customer, as long as the associated DISH Pay Payment Acceptance Contract is effective. • Cancellation condition: only possible when the customer terminates the associated DISH Pay Payment Acceptance Contract, after the first 12-months commitment period. • Notice period of cancellation: one month.
Connected and not connected to DISH POS systems ¹ : DISH Pay V400c Plus (Countertop model, with added printer)	Hardware	399,00 EUR	One-time	<ul style="list-style-type: none"> • One-time purchase of the terminal hardware of DISH Pay V400c Plus, including all cables and needed installation support. • Warranty: 1 year coverage. • Mandatory disposal policy: customers are required to return the terminal for further disposal process when the associated DISH Pay Payment Acceptance Contract is no longer effective.
	Terminal Replacement Service (TRS) ⁴	3,90 EUR	Monthly	<ul style="list-style-type: none"> • Monthly charged to the customer, as long as the associated DISH Pay Payment Acceptance Contract is effective. • Cancellation condition: only possible when the customer terminates the associated DISH Pay Payment Acceptance Contract, after the first 12-months commitment period. • Notice period of cancellation: one month.

¹ DISH POS systems refer to DISH POS or DISH POS Lite, and their add-on Order2POS including Order2POS Webshop.² DISH Pay classic terminals are optional for our customers to purchase or rent. However, only the terminal models from this list are compatible to DISH Pay system.³ Please refer to [DISH Pay Special Conditions Part II Chapter A](#) for details of one-time purchase conditions.⁴ TRS: Terminal Replacement Service, a mandatory service that applies to both the "one-time purchase" and "rental" options of the terminal, covering terminal replacements in the event of defects for our customers. For the "one-time purchase" option, TRS is charged additionally on a monthly basis; for the "rental" option, TRS fee is included in the monthly rental fee. Please refer to [DISH Pay Special Conditions Part II Chapter B](#) for details of TRS related conditions.

OPTIONAL: DISH PAY COMPATIBLE CLASSIC TERMINALS¹
I. Terminal one-time purchase options²

Item	Type	Price	Invoicing Cycle	Details / Conditions
Connected and not connected to DISH POS systems ³ : DISH Pay S1F2 (Mobile / portable model, all-in-one Android device with printing power)	Hardware	499,00 EUR	One-time	<ul style="list-style-type: none"> • One-time purchase of the terminal hardware of DISH Pay S1F2, including the cable, SIM card and needed installation support. • Warranty: 1 year coverage. • Mandatory disposal policy: customers are required to return the terminal for further disposal process when the associated DISH Pay Payment Acceptance Contract is no longer effective.
	Terminal Replacement Service (TRS) ⁴	3,90 EUR	Monthly	<ul style="list-style-type: none"> • Monthly charged to the customer, as long as the associated DISH Pay Payment Acceptance Contract is effective. • Cancellation condition: only possible when the customer terminates the associated DISH Pay Payment Acceptance Contract, after the first 12-months commitment period. • Notice period of cancellation: one month.

¹ DISH Pay classic terminals are optional for our customers to purchase or rent. However, only the terminal models from this list are compatible to DISH Pay system.

² Please refer to [DISH Pay Special Conditions Part II Chapter A](#) for details of one-time purchase conditions.

³ DISH POS systems refer to DISH POS or DISH POS Lite, and their add-on Order2POS including Order2POS Webshop.

⁴ TRS: Terminal Replacement Service, a mandatory service that applies to both the "one-time purchase" and "rental" options of the terminal, covering terminal replacements in the event of defects for our customers. For the "one-time purchase" option, TRS is charged additionally on a monthly basis; for the "rental" option, TRS fee is included in the monthly rental fee. Please refer to [DISH Pay Special Conditions Part II Chapter B](#) for details of TRS related conditions.

OPTIONAL: DISH PAY COMPATIBLE CLASSIC TERMINALS¹

Item	Type	Price	Invoicing Cycle	Details / Conditions
II. Rental options²: - Three rental periods to choose for each classic terminal model - Monthly TRS ³ included in the monthly rental price, free-of-charge				
Connected and not connected to DISH POS systems ⁴ : DISH Pay V400m (Mobile / portable model, with added printer)	12-months Rental	59,90 EUR	Monthly	<ul style="list-style-type: none"> • Monthly rental fee includes: terminal hardware, all needed cables, SIM card⁵, and needed installation support. Terminal Replacement Service (TRS) monthly service and its fees are also included. • Customers can choose to commit to the rental duration of 12, 36 or 60 months. • Monthly charged to the customer, based on the signed rental period. • Rental renewal policy: the initial chosen rental period would be automatically renewed for the same period, unless customers terminate one month before the current rental period ends. • Terminal return and disposal policy: customers are required to return the terminal to DISH when the rental period ends. Further terminal disposal process will be handled by DISH.
	36-months Rental	29,90 EUR	Monthly	
	60-months Rental	19,90 EUR	Monthly	
Connected and not connected to DISH POS systems ⁴ : DISH Pay V400c Plus (Countertop model, with added printer)	12-months Rental	39,90 EUR	Monthly	
	36-months Rental	16,90 EUR	Monthly	
	60-months Rental	12,90 EUR	Monthly	
Connected and not connected to DISH POS systems ⁴ : DISH Pay S1F2 (Mobile / portable model, all-in-one Android device with printing power)	12-months Rental	44,90 EUR	Monthly	
	36-months Rental	18,90 EUR	Monthly	
	60-months Rental	14,90 EUR	Monthly	

¹ DISH Pay classic terminals are optional for our customers to purchase or rent. However, only the terminal models from this list are compatible to DISH Pay system.

² Please refer to [DISH Pay Special Conditions Part II Chapter C](#) for details of terminal rental conditions.

³ TRS: Terminal Replacement Service, a mandatory service that applies to both the "one-time purchase" and "rental" options of the terminal, covering terminal replacements in the event of defects for our customers. For the "one-time purchase" option, TRS is charged additionally on a monthly basis; for the "rental" option, TRS fee is included in the monthly rental fee. Please refer to [DISH Pay Special Conditions Part II Chapter B](#) for details of TRS related conditions.

⁴ DISH POS systems refer to DISH POS or DISH POS Lite, and their add-on Order2POS including Order2POS Webshop.

⁵ Only applies to DISH Pay classic terminal V400m and S1F2.

PART IV: PRICING FOR DISH PAY CLASSIC TERMINALS – ADDITIONAL SERVICE OPTIONS
(APPLICABLE TO EITHER DISH PAY CONNECTED OR NOT TO DISH POS SYSTEMS¹, OR BOTH)

OPTIONAL: ADDITIONAL SERVICE OPTIONS FOR DISH PAY CLASSIC TERMINALS				
Item	Type	Price	Invoicing Cycle	Details / Conditions
Connected to DISH POS Systems ¹ : Payment terminal pre-configuration and shipping	Optional service	0,00 EUR (Free of charge)	Per device	<ul style="list-style-type: none"> Aiming to provide an easy setup for the customer, the payment terminal will be pre-configured and then shipped to the customer. Pre-configuration in this service: only applies to the 1st order of the payment terminal.
Not connected to DISH POS Systems ¹ : Shipping the payment terminal	Optional service	0,00 EUR (Free of charge)	Per device	<ul style="list-style-type: none"> Shipping the payment terminal to the customer.
Connected and not connected to DISH POS systems ¹ : Payment terminal setup service and support by DISH	Optional service	Up to 199,00 EUR ²	Per request	<ul style="list-style-type: none"> Payment terminal setup service and support provided by the DISH Support Team upon customer request.
Connected and not connected to DISH POS systems ¹ : Other services related to the payment terminal	Optional service	69,00 EUR	Per process	<ul style="list-style-type: none"> Other services include, but are not limited to payment terminal handling fee, refurbishment, software updates, changes of terminal type, address changes, and changes of bank account.

¹ DISH POS systems refer to DISH POS or DISH POS Lite, and their add-on Order2POS including Order2POS Webshop.

² The final decision of this fee is subject to the agreement between the sales agent and the customer.

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