

## DISH PAY – LIST OF PRICES FOR SERVICES

This price list is valid from 01 December 2025, applicable country: Germany.

All prices in this list are subject to the applicable value added tax (VAT) of Germany.

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 system<sup>1</sup>:** in general speaking, the customers must have purchased DISH POS beforehand.
- **Not connected to DISH POS system<sup>1</sup>:** for customers not utilizing it in conjunction with any other DISH product or services, such as DISH POS.

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

### PART I: PRICING FOR DISH PAY PAYMENT ACCEPTANCE (APPLICABLE TO DISH PAY: CONNECTED OR NOT TO DISH POS SYSTEM<sup>1</sup>)

MANDATORY: DISH PAY – PAYMENT ACCEPTANCE CONTRACT AND OTHER SERVICES <sup>2</sup>		
Item Specification	Price	Invoicing Cycle
<b>I. Payment Acceptance Contract – Transaction Fees<sup>3</sup></b>		
<b>For each card authorization</b> , include transactions, credits, refunds, and authorizations for both POS and e-commerce	0,06 EUR	Per transaction
<b>EEA<sup>4</sup> issued consumer cards presented at the POS:</b> <b>VPay, Maestro, Visa, MasterCard</b> (e.g., consumer credit or debit cards)	(%) 0,89	Per transaction amount
<b>EEA<sup>4</sup> issued consumer cards presented at the POS: girocard</b> Transaction amount between 0,01 € - 10.000,00 €	(%) 0,39	Per transaction amount
<b>EEA<sup>4</sup> issued consumer cards presented at the POS: girocard</b> Transaction amount above 10.000,00 €	(%) 0,29	Per transaction amount
<b>EEA<sup>4</sup> issued consumer cards used in e-commerce including via QR code and DISH Reservation No-Show Card Guarantee: <sup>5</sup></b> <b>Visa, Mastercard, VPay, Maestro, girocard</b> (e.g., consumer credit or debit card used in e-commerce online platforms)	(%) 1,89	Per transaction amount
<b>Any type of payments from non-EEA<sup>4</sup> issued consumer cards:</b> <b>JCB, China Union Pay, Discover/Diners, and all other non-EEA issued consumer credit or debit cards</b>	(%) 2,89	Per transaction amount

<sup>1</sup> DISH POS system refers to DISH POS and its add-on Order2POS including Order2POS Webshop.

<sup>2</sup> 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](#).

<sup>3</sup> In this section, any payment methods involving QR codes that lead to QR payments will work only when our customers have obtained and are operating an active DISH POS system.

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

<sup>5</sup> 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 SERVICES <sup>1</sup>		
Item Specification	Price	Invoicing Cycle
<b>Any type of payments from all business cards</b> (e.g., VISA Corporate/Business, Mastercard Corporate/Business, and similar card types)	(%) 2,89	Per transaction amount
<b>Any type of payments from American Express</b>	(%) 3,50	Per transaction amount
<b>All payments with giropay, iDeal, eps, Sofort, SEPA Direct Debit used in e-commerce including via QR code<sup>2</sup></b>	(%) 1,89	Per transaction amount
<b>All payments with PayPal made via a hosted PayPage<sup>3</sup></b>	(%) 0,20 + PayPal fees <sup>4</sup>	Per transaction amount
<b>“Meal vouchers”</b> (e.g., Edenred <sup>3</sup> , Sodexo <sup>3</sup> ), charged in accordance with card authorization fee and the card payment items as mentioned above	<b>Card authorization fee</b> + Above applicable card payments % fee + Meal voucher provider's fees <sup>4</sup>	Per transaction + Per transaction amount
<b>All other card or payment types</b> that are technically processed but not further defined in this list	(%) 2,89	Per transaction amount
<b>II. DISH Pay – Other Service Fees</b>		
<b>DISH Pay account service fee</b> including a daily or weekly payout of accrued merchant sales, which is adjusted after deducting DISH Pay fees, chargebacks, and other associated fees	0,00 EUR (Free of charge)	Monthly
<b>DISH Pay account set-up fee<sup>5</sup></b> and registration with the card and payment systems	199,00 EUR	One-time
<b>Special right of termination<sup>6</sup></b> 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
<b>Processing of chargebacks</b> when the customer requires	39,90 EUR	Per transaction
<b>Payer authentication (2-factor), further risk verification</b> (e.g., 3D Secure, risk monitoring in e-commerce)	0,09 EUR	Per transaction
<b>“Key entered”</b> (also known as “manually entered”) transactions	(%) 2,89	Per transaction amount
<b>Tip function</b> (if technically set up)	0,00 EUR (Without surcharge)	Per transaction
<b>Online statement</b>	0,00 EUR (Free of charge)	Monthly

<sup>1</sup> 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](#).

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

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

<sup>4</sup> The fee is determined by the direct contract between the customer and the respective provider.

<sup>5</sup> 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 devices](#) or [terminals](#) as a bundle, either connected or not connected to DISH POS system. The final decision on fee waiving is subject to the agreement between the sales agent and the customer.

<sup>6</sup> 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 SYSTEM<sup>1</sup>)**

OPTIONAL: DISH PAY TAP TO PAY SOLUTIONS – COMPATIBLE PAYMENT DEVICES <sup>2</sup>				
Item	Type	Price	Invoicing Cycle	Details / Conditions
<b>I. One-time purchase option<sup>3</sup>:</b> – One model available, which is connected to DISH POS system <sup>1</sup> – Fixed one-time purchase price for the device, with Tap to Pay license <sup>4</sup> monthly fee				
Connected to DISH POS system <sup>1</sup> :  <b>DISH POS Tap to Pay handheld</b>	Hardware	220,00 EUR	One-time	<ul style="list-style-type: none"> <li>One-time purchase of the terminal hardware of DISH POS Tap to Pay handheld, including the cable and needed installation support.</li> <li>Warranty: 1 year coverage.</li> </ul>
	Tap to Pay license <sup>4</sup>	7,90 EUR	Monthly	<ul style="list-style-type: none"> <li>Minimum commitment period: 12 months, with automatic renewal for the same period unless being cancelled at least one month before the period ends.</li> <li>Monthly charged to the customer, as long as the associated <a href="#">DISH Pay Payment Acceptance Contract</a> is effective.</li> <li>Cancellation condition<sup>5</sup>: only possible when the customer terminates the associated <a href="#">DISH Pay Payment Acceptance Contract</a>, after the first 12-months commitment period.</li> <li>Notice period of cancellation: one month.</li> </ul>

<sup>1</sup> DISH POS system refers to DISH POS and its add-on Order2POS including Order2POS Webshop.

<sup>2</sup> The payment devices of DISH Pay Tap to Pay Solutions are optional for our customers to purchase. However, only the device models from this list are compatible to DISH Pay system.

<sup>3</sup> Please refer to [DISH Pay Special Conditions Part II Chapter A](#) for details of one-time purchase conditions.

<sup>4</sup> Tap to Pay license: a mandatory license required when purchasing the payment devices from DISH Pay's Tap to Pay Solutions. This license ensures the continuous availability of Tap to Pay function on these devices.

<sup>5</sup> This cancellation condition only applies 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 DISH PAY: CONNECTED OR NOT TO DISH POS SYSTEM<sup>1</sup>)

OPTIONAL: DISH PAY COMPATIBLE CLASSIC TERMINALS <sup>2</sup>				
Item	Type	Price	Invoicing Cycle	Details / Conditions
<b>I. One-time purchase options<sup>3</sup>:</b> <ul style="list-style-type: none"> <li>- Two models to choose, both applicable to DISH Pay connected and not connected to DISH POS system<sup>1</sup></li> <li>- Terminal hardware fixed one-time purchase price with TRS<sup>4</sup> monthly fee</li> </ul>				
Connected and not connected to DISH POS system <sup>1</sup> :  <b>DISH Pay V400c Plus</b> (Countertop model, with added printer)	Hardware	399,00 EUR	One-time	<ul style="list-style-type: none"> <li>• One-time purchase of the terminal hardware of DISH Pay V400c Plus, including all cables and needed installation support.</li> <li>• Warranty: 1 year coverage.</li> <li>• Mandatory disposal policy: customers are required to return the terminal for further disposal process when the associated <a href="#">DISH Pay Payment Acceptance Contract</a> is no longer effective.</li> </ul>
	Terminal Replacement Service (TRS) <sup>4</sup>	3,90 EUR	Monthly	<ul style="list-style-type: none"> <li>• Monthly charged to the customer, as long as the associated <a href="#">DISH Pay Payment Acceptance Contract</a> is effective.</li> <li>• Cancellation condition: only possible when the customer terminates the associated <a href="#">DISH Pay Payment Acceptance Contract</a>, after the first 12-months commitment period.</li> <li>• Notice period of cancellation: one month.</li> </ul>
Connected and not connected to DISH POS system <sup>1</sup> :  <b>DISH Pay S1F2</b> (Mobile / portable model, all-in-one Android device with printing power)	Hardware	499,00 EUR	One-time	<ul style="list-style-type: none"> <li>• One-time purchase of the terminal hardware of DISH Pay S1F2, including the cable, SIM card and needed installation support.</li> <li>• Warranty: 1 year coverage.</li> <li>• Mandatory disposal policy: customers are required to return the terminal for further disposal process when the associated <a href="#">DISH Pay Payment Acceptance Contract</a> is no longer effective.</li> </ul>
	Terminal Replacement Service (TRS) <sup>4</sup>	3,90 EUR	Monthly	<ul style="list-style-type: none"> <li>• Monthly charged to the customer, as long as the associated <a href="#">DISH Pay Payment Acceptance Contract</a> is effective.</li> <li>• Cancellation condition: only possible when the customer terminates the associated <a href="#">DISH Pay Payment Acceptance Contract</a>, after the first 12-months commitment period.</li> <li>• Notice period of cancellation: one month.</li> </ul>

<sup>1</sup> DISH POS system refers to DISH POS and its add-on Order2POS including Order2POS Webshop.

<sup>2</sup> 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.

<sup>3</sup> Please refer to [DISH Pay Special Conditions Part II Chapter A](#) for details of one-time purchase conditions.

<sup>4</sup> 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 TERMINALS<sup>1</sup>

Item	Type	Price	Invoicing Cycle	Details / Conditions
<b>II. Rental options<sup>2</sup>:</b> <ul style="list-style-type: none"> <li>- Three rental periods to choose for each classic terminal model</li> <li>- Monthly TRS<sup>3</sup> included in the monthly rental price, free-of-charge</li> </ul>				
Connected and not connected to DISH POS system <sup>4</sup> :  <b>DISH Pay V400c Plus</b> (Countertop model, with added printer)	12-months Rental	39,90 EUR	Monthly	<ul style="list-style-type: none"> <li>• <b>Monthly rental fee</b> includes: terminal hardware, all needed cables, SIM card<sup>5</sup>, and needed installation support. Terminal Replacement Service (TRS)<sup>3</sup> monthly service and its fees are also included.</li> <li>• Customers can choose to commit to the rental duration of 12, 36 or 60 months.</li> <li>• <b>Monthly charged</b> to the customer, based on the signed rental period.</li> </ul>
	36-months Rental	16,90 EUR	Monthly	
	60-months Rental	12,90 EUR	Monthly	
Connected and not connected to DISH POS system <sup>4</sup> :  <b>DISH Pay S1F2</b> (Mobile / portable model, all-in-one Android device with printing power)	12-months Rental	44,90 EUR	Monthly	<ul style="list-style-type: none"> <li>• <b>Rental renewal policy:</b> the initial chosen rental period would be automatically renewed for the same period, unless customers terminate one month before the current rental period ends.</li> <li>• <b>Terminal return and disposal policy:</b> customers are required to return the terminal to DISH when the rental period ends. Further terminal disposal process will be handled by DISH.</li> </ul>
	36-months Rental	18,90 EUR	Monthly	
	60-months Rental	14,90 EUR	Monthly	

<sup>1</sup> 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.

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

<sup>3</sup> 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.

<sup>4</sup> DISH POS system refers to DISH POS and its add-on Order2POS including Order2POS Webshop.

<sup>5</sup> Only applies to DISH Pay classic terminal S1F2.

**PART IV: PRICING FOR DISH PAY PAYMENT DEVICES – ADDITIONAL SERVICE OPTIONS  
(APPLICABLE TO DISH PAY: CONNECTED OR NOT TO DISH POS SYSTEM<sup>1</sup>)**

OPTIONAL: ADDITIONAL SERVICE OPTIONS FOR DISH PAY PAYMENT DEVICES				
Item	Type	Price	Invoicing Cycle	Details / Conditions
Connected to DISH POS system <sup>1</sup> :  <b>Payment device pre-configuration and shipping</b>	Optional service	0,00 EUR (Free of charge)	Per device	<ul style="list-style-type: none"> <li>• Aiming to provide an easy setup for the customer, the payment device will be pre-configured and then shipped to the customer.</li> <li>• Pre-configuration in this service: only applies to the 1<sup>st</sup> order of the payment device.</li> </ul>
Not connected to DISH POS system <sup>1</sup> :  <b>Shipping the payment device</b>	Optional service	0,00 EUR (Free of charge)	Per device	<ul style="list-style-type: none"> <li>• Shipping the payment device to the customer.</li> </ul>

<sup>1</sup> DISH POS system refers to DISH POS and its add-on Order2POS including Order2POS Webshop.

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