



Debit and Chargeback Responsibility Statement

In order to help maximize the benefits of your merchant processing account, it is important that you be familiar with your responsibilities regarding acceptance of electronic payments and do your part to accept payments in a manner which actualizes the most savings possible. Please take the time to review the responsibilities below and train your staff appropriately.

Debit Conversion Responsibility

PIN based debit transactions represent the most secure and least expensive card acceptance method for merchants. Debit transaction conversion is the responsibility of the merchant at the point of sale. Debit transaction conversion is defined as the process of converting card transactions (offline debit, Visa, MasterCard) to PIN based transactions accompanied by a four digit PIN at the point of sale. PIN debit transactions process at significantly lower costs and failure to convert transactions at the point of sale may result in additional costs to the merchant.

Chargeback Responsibility

Please do your part to help prevent chargebacks. A chargeback is the return of funds to a cardholder for a transaction that is initiated by the card issuing bank due to a dispute filed by card holder or card issuing bank regarding the validity or accuracy of the original transaction. Chargebacks are costly to all parties and it is the responsibility of the merchant at the point of sale to verify certain information in order to validate the transaction. Make sure that you and your staff follow payment acceptance rules when accepting all transactions. These practices include but are not limited to verifying the signature on the back of a card, utilizing address verification (AVS) and three digit security codes (CVV) on card not present transactions, and clearly displaying your return and refund policy.

Please visit www.alpinepaymentsystems.com or Visa and MasterCard's websites for additional information.

Please reference current qualified card guidelines and download terms and conditions Agreements at www.alpinepaymentsystems.com.