

## Paydibs NEO – Terms and Conditions

These Terms and Conditions ("Terms") govern your subscription and usage of the Paydibs NEO ("Neo", or "Device") provided by Paydibs Sdn Bhd ("Paydibs", "we", "our", or "us"). By subscribing to and/or using the Soundbox, you agree to be bound by these Terms.

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### 1. Eligibility and Subscription

1.1 Paydibs NEO is available to registered merchants approved by Paydibs Sdn Bhd.

1.2 All fees and charges incurred for the subscription to Paydibs NEO will be clearly communicated at the point of sign-up.

1.3 Paydibs reserves the right to approve or reject applications at its sole discretion.

### 2. Device Usage

2.1 The device must be used exclusively for accepting payments through Paydibs' supported methods, including:

- e-Wallet payments (e.g. DuitNow QR or other e-Wallet)
- Card payments (Visa, Mastercard, MyDebit)
- BNPL (Buy Now, Pay Later) schemes enabled by Paydibs Sdn Bhd

2.2 The device is a certified payment terminal compliant with PCI PTS, EMV security standards and SIRIM standards, ensuring safe and secure transaction processing.

2.3 The device supports contactless, chip & PIN, and QR code transactions with voice confirmation, color screens, and long battery life for convenience.

### 3. Connectivity Requirements

3.1 A stable internet connection via WiFi or SIM card (data-enabled) is required for the device to function.

3.2 Merchants are responsible for ensuring continuous network connectivity at their premises for a smooth transaction process.

3.3 Merchants who opt for a SIM card subscription plan will incur additional charges, which will be communicated clearly upon sign-up.

## 4. POS Integration

4.1 Paydibs NEO can operate standalone or be integrated with existing POS systems. POS integration support is subject to compatibility and provided on a best-effort basis.

4.2 Paydibs will assist merchants with basic setup and integration where feasible.

## 5. Care, Maintenance & Replacement

5.1 Paydibs NEO is sold as a one-time purchase and becomes the property of the merchant upon full payment.

5.2 Merchants are responsible for handling the device with reasonable care. In the event of damage, loss, or theft due to misuse or negligence, repair or replacement costs will be borne by the merchant.

5.3 Paydibs will provide troubleshooting support and, where necessary, offer repair or replacement options.

## 6. Termination & Returns

6.1 Merchants may terminate the subscription by providing at least 30 days' written notice to Paydibs. The service will be discontinued at the end of the 30-day notice period. Should the merchant wish to resume using the device after termination, they may contact the Paydibs Terminal Support Team at [terminal@paydibs.com](mailto:terminal@paydibs.com) to reactivate their service.

6.2 The Paydibs NEO device is sold as a one-time, non-refundable purchase. Upon service termination, merchants retain full ownership of the device and are under no obligation to return it to Paydibs. No refunds will be issued for the device, irrespective of the reason for termination or duration of service usage.

6.3 Paydibs reserves the right to terminate or suspend service if the device is misused, the device is inactive over a prolonged period, or the merchant violates these Terms.

## 7. Settlement Schedule

7.1 Settlement of funds from transactions processed through the Paydibs NEO device will follow the payout schedule below:

- E-Wallet Payments (e.g. DuitNow QR or other e-Wallet) and BNPL (Buy Now, Pay Later) Schemes - Settlement occurs three (3) times per week according to the following schedule:

- **Monday Payout:** For transactions made on Friday and Saturday
- **Wednesday Payout:** For transactions made on Sunday and Monday
- **Friday Payout:** For transactions made on Tuesday, Wednesday, and Thursday

7.2 If any settlement day falls on a public holiday, the settlement will be postponed to the following working day.

7.3 Merchants acknowledge that settlement schedules are subject to the respective payment providers' processing times and banking hours.

7.4 Paydibs reserves the right to modify settlement schedules with thirty **(30) days prior written notice** to merchants.

## 8. Fees and Charges

7.1 Paydibs NEO is offered as a one-time purchase. Details of the purchase price and any applicable transaction charges (MDR) will be outlined in the merchant onboarding agreement.

7.2 Merchants who opt for an annual SIM card subscription plan will be subject to additional charges, which will be communicated at the point of subscription.

7.3 Paydibs reserves the right to revise the fee or applicable charges with a minimum of **30 days' prior written notice**.

## 9. Liability and Indemnity

8.1 Paydibs shall not be liable for any losses arising from misuse, unauthorized access, or merchant-side network issues.

8.2 The merchant agrees to indemnify Paydibs from any claims, liabilities, or damages resulting from their misuse of the Soundbox or non-compliance with these Terms.

## 10. General

9.1 Paydibs may update these Terms from time to time. Any significant changes will be communicated to merchants in writing or via email.

9.2 Use of the Paydibs NEO following such updates constitutes acceptance of the revised Terms.

9.3 These Terms are governed by the laws of Malaysia.