



## NETS POS Subscription Fee Waiver Online Promotion – Frequently Asked Questions

### 1. How do I qualify for this promotion?

To qualify for the 3-month subscription fee waiver, you will need to fulfil the following criteria.

- i. New to NETS merchants must apply for a NETS POS terminal through one of the following links:
  - [www.nets.com.sg/promotions/nets-pos/](http://www.nets.com.sg/promotions/nets-pos/)
  - [www.nets.com.sg/promotions/payment-solutions/](http://www.nets.com.sg/promotions/payment-solutions/)
- ii. The application for a NETS POS terminal must be completed by the Merchant and approved by NETS between **1 July 2021 and 31 December 2021**.
- iii. Upon successful application and approval from NETS, the Merchant must collect the terminal(s) within 2 weeks from the application approval date in order to enjoy the promotion.
- iv. The promotion is limited to the first 200 successful online NETS POS applications.

### 2. Who can participate in this promotion?

New to NETS merchants who are currently not registered in NETS' database can enjoy this promotion.

### 3. Do I have to collect the terminal or can I request for delivery?

The terminal is only available for self-collection at NETS Customer Service Centre.

#### **NETS Customer Service Centre**

298 Tiong Bahru Road #06-01  
Central Plaza  
Singapore 168730

Please bring the following:

- i. Original copy of the GIRO form
- ii. \$200 refundable deposit (by cheque or NETS payment at our Customer Service Counter)

### 4. What kind of NETS terminal will I have to apply for and what can it do?

The promotion is valid for permanent wireless NETS POS terminals. For more information, please visit: <https://www.nets.com.sg/business/retail-solutions/nets-pos/>

### 5. How many terminals can I apply and enjoy the subscription fee waiver?

The promotion is valid for one (1) terminal per new NETS merchant upon first-time application.

**6. I terminated my NETS account over a year ago, can I still qualify as a new NETS merchant and enjoy the promotion?**

As our system has previously recognised you as a NETS merchant, you will not be eligible for this promotion. Only new to NETS merchants who have not been registered in our database will qualify for the promotion.

**7. Can I still enjoy the 3-month subscription fee waiver if I terminate early?**

Yes, you may terminate your terminal(s) early and still enjoy the first 3 months' subscription fee waiver. However, there will be a penalty fee incurred if you terminate within the first 6 months.

**8. Can I enjoy the 3-months subscription fee waiver if I collect the terminal after 2 weeks of successful application?**

No, the terminal(s) must be collected within 2 weeks from the application approval date in order to enjoy the promotion. You may still collect the NETS terminal(s) from NETS Customer Service Centre after 2 weeks, however, you will be disqualified from the subscription fee waiver and the monthly subscription fees will apply.

**9. I just became a NETS merchant. Can I cancel and re-apply to enjoy this promotion?**

No, our system has recognised you as an existing NETS merchant. Only new to NETS merchants who have not been registered in our database will qualify for the promotion.

**10. When will the 3-month subscription fee waiver start?**

The 3-month subscription fee waiver will begin on the date you collect your terminal from NETS Customer Service Centre.

**11. How long does it take to process the application?**

It will take at least 1 full working day to process your application upon receipt of all the necessary documents.

**12. I applied on the last day of the promotion period. Will I still enjoy the subscription fee waiver?**

As it will take at least 1 full working day to process your application, you will not be able to enjoy the subscription fee waiver promotion. Please note that the application must be completed and approved during the promotion period to qualify for the promotion.