

Website check

Acceptance Online/Checkout

Domain

- We need to see that the domain is registered on the merchant. If the domain is registered on another person/business than the merchant we need to know the merchants connection to the registrant.

Contact information

- We want the contact information to be easy to find. Either by having a contact page or if it's stated in the terms, the terms needs to be easy to find.
- We want to see a phone number or an email address and legal address.
- Legal name should be stated in the terms & conditions.

Products

- We want to see pictures and prices of the products that are being sold and a description of them.
- We need to be able to put the products in the shopping cart and go to the checkout.

Checkout

- The checkout needs to contain fields where the customers can write their personal information like name, address, email etc.
- The checkout needs to contain an approval box where the customers can approve the terms & conditions or a text which confirms that the customers approves the terms & conditions by proceeding with the purchase. (It is ok to have an approval box in the shopping cart if it's mandatory to check the box before proceeding to checkout).
- The card logos of the cards that can be used should be visible at the checkout.

Terms & Conditions

- Legal name needs to be stated in the terms.
- Information about when the cards are being debited needs to be stated.
- Information about VAT & which currencies that can be used needs to be stated. (if this is not stated on another place on the website)
- Information about shipping cost & expected delivery time needs to be stated. (if this is not stated on another place on the website)
- Information about complaint rights, minimum 2 years (3 years for Sweden) needs to be stated in the terms. If this is not applicable for the specific business it needs to be stated in the terms (food, services etc).
- Information about withdrawal rights (minimum 14 days) needs to be stated in the terms. If this is not applicable for the specific business it needs to be stated in the terms (food, services etc).

Privacy policy

Privacy policy needs to be stated on the website. It should contain information about how the merchant use their customers personal information and that the merchant does not give any personal information to any third party unless it's necessary to complete the order.

MOTO

We need to see a website, a product sheet, a catalog or similar where we can see the products, prices and contact information.

APP

Same requirements as for Acceptance Online/Checkout. If the APP can't be viewed by a website, print screens is needed.

Card On Invoice

We need to see which products that are being sold and the prices of the products. We also need to see contact information.

Special cases

Age verification (sales of alcohol, tobacco etc)

We want the merchant to have a clear age verification on the site. An approval box or similar or at least it has to be stated in the terms & conditions so that the customers can approve that they are at least 18 years old.

Gift cards

If the merchant is selling gift cards this needs to be stated both in the agreement but also on the website. It should be stated in the agreement how big part of the card turnover that is regarding gift cards. The validation time of the gift cards should be stated on the website.

Subscriptions/memberships

If the merchant is selling subscriptions/memberships it needs to be clear on the website that the customers is entering a subscription/membership and information about how to cancel the subscription/membership should be clear in the terms. Information about subscriptions/memberships also needs to be filled out in the agreement.

Supplier invoices for well-known brands

If the merchant is selling any well-known brands we need examples of supplier invoices to ensure that the merchant is allowed to sell these brands.