

Requirements to merchant website

1. All internal links of the online store site must be working and adequately processed.
2. The online store must not provide «Adult Entertainment» services, «cash games» or other [types of services and goods that are prohibited by the rules of the international systems and the legislation of the Russian Federation](#).
3. The virtual storefront should not contain links or banners of suspicious sites (for example, adult sites, etc.), as well as links of banner networks where banners of suspicious content may pop up.
4. The website of the online store should not be located on free servers presented for free hosting or domain name (for example, ucoz.ru), as well as on third-level domains (for example, new.shop.domane.ru).
5. All pages related to the operation of the virtual storefront and the requirements of the Bank specified in this section must be under a single domain name. (It is not allowed to place the obligatory information of one online store on different domains).
6. The list of goods/services provided on the virtual storefront of the online store must correspond to the type of activity of the Company reported to the Bank.
7. A detailed description of the qualitative, consumer and quantitative characteristics of the Goods (works, services) sold. (It is checked so that the lack of a description of the good, work or service can not be a reason for a refund). In particular, the site must necessarily indicate prices for goods, works, and services in Russian rubles.
8. The website of the online store must contain the following information:
 - 8.1. addresses, location, addresses for correspondence (address cannot be a post restante address), indicating the TIN (taxpayer individual number), contact phone numbers and e-mail addresses by which the Buyer can contact the representatives of the Online Store;

Below is an example of the contact information.

Contacts:
Actual address: 111219, Moscow, 2nd Roshinsky proezd, House 2, Building 12. Email: shop@shop.ru . Phones: 8-800-500-9876.
Requisites: IP Ivanov Ivan Ivanovich. TIN 7778644521 / OGRNIP 1076564644123. Legal address: 129123, Moscow, Malomoskovskaya St., 12, Building 4. Tel./fax: (495) 123-46-79, (495) 123-00-00.

- 8.2. how the Buyer can create an order, payment methods, delivery options, conditions for the refund and exchange of goods/services sold through the website:
 - 8.2.1. actions of the Buyer in case of problems with payment;

8.2.2.. disclosure of terms for processing personal data when paying for an order on the electronic storefront of the Online Store.

Some examples are given below.

Payment options:
<u>Cash</u> If the goods are delivered by courier, then payment is made in cash to the courier. Upon receipt of the goods, be sure to check the purchase, the warranty card, and the receipt.
<u>Bank card</u> To select payment for the goods using a bank card on the corresponding page, click the button Payment by card . Payment is made through PJSC SBERBANK using bank cards of the following payment systems: <ul style="list-style-type: none">• MIR (<i>place the MIR logo</i>);• VISA International (<i>place the VISA International logo</i>);• Mastercard Worldwide (<i>place the Mastercard Worldwide logo</i>);• JCB (<i>place the JCB logo</i>). To pay (enter your card details), you will be redirected to the payment gateway of PJSC SBERBANK. The connection with the payment gateway and the transfer of information is carried out in a secure mode using the SSL encryption protocol. If your bank supports the technology of secure online payments Verified By Visa, MasterCard SecureCode, MIR Accept, J-Secure, you may also need to enter a special password to make a payment. This site supports 256-bit encryption. The confidentiality of the reported personal information is ensured by PJSC SBERBANK. The entered information will not be provided to third parties, except in cases provided for by the legislation of the Russian Federation. Payments by bank cards are carried out in strict accordance with the requirements of the payment systems MIR, Visa Int., MasterCard Europe Spri, JCB.
<u>Refunds</u>
The term for returning goods of good quality is 30 days from the date of receipt of the goods. Refunds of the transferred funds are made to your bank account within 5-30 business days (the period depends on the bank that issued your bank card).

9. The website of the online store must be fully operational (availability of listed items, content of major sections, etc.). No technical work should be carried out on the website.

10. The online store must operate in strict accordance with the legislation of the Russian Federation.