



Payments & Authorisations by Credit & Debit Card.

Q. Which credit/debit cards do you accept?

A. All major credit and debit cards are accepted except American Express.

Q. Will the credit/debit card details be safe?

A. We adhere to the Payment Card Industry Data Security Standards (PCI DSS), which means you are protected from Fraud.

The PCI DSS standard was developed by the large card providers including Visa and Mastercard and we are fully compliant.

Q. How long do you keep my details for?

A. After we process a secure payment we send you a digital copy via email or a copy for your records attached to your invoice by post. We do not hold your records after each sale.

Q. Who processes card payments?

A. Our accounts team process each transaction through Barclays Bank ePDQ in the UK.

Q. What information do we require?

A. We require the long card number across the middle of the card, expiry date and 3 digit code on the back of the card along with your postcode where the card is registered. We can only send goods out to the registered cardholders address if it is a private transaction.

Q. What other forms of payment do you take?

A. We accept BACS bank transfer payment and details are provided with the deposit invoice. We also accept cheques but we do not start projects and release goods until cleared funds are in our account, this lead can lead to lengthy delays.

Q. Do we offer credit terms?

A. Unless otherwise agreed in writing, payment shall be made in advance; we require 50% deposit to start manufacture and the 50% balance payable on shipment. Depending on the project value, the client and country location, we may allow payments to be spread over a three month period.

Q. Do you offer interest free credit?

A. We are currently exploring options to offer interest free credit for 3-6-9-12 months with an unregulated agreement with UK finance houses. We will update details shortly.

Please call Mascots-inc on +44 (0)1202 872333 for further information.
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