

# CONDITIONS OF USE FOR "MULTI-EC" CUSTOMERS



This document is an integral part of **Cielo's System Accreditation Agreement**, registered under No. 2096773 at the Registry of Deeds and Documents in the District of Barueri – SP and available at [www.cielo.com.br/contrato-de-credenciamento](http://www.cielo.com.br/contrato-de-credenciamento).

**Clause 1.** This document defines the conditions and rules that CUSTOMER must observe when accepting CARDS in the MULTI-EC mode.

**i** The MULTI-EC mode allows two (2) or more CUSTOMERS to use just one (1) TERMINAL to carry out TRANSACTIONS, provided that CIELO previously authorized them.

**Clause 2.** For the purposes of this document, the following definitions must be observed:



**Liabe Customer:**

It is the main Customer, who bears liability for the Terminal.



**Participating Customer:**

It is the Customer who also uses the Terminal and is part of the MULTI-EC group.



**MULTI-EC Group:**

Customers registered on the Terminal who can accept cards in the MULTI-EC mode.

**Clause 3.** The MULTI-EC group Participating CUSTOMER may request a CUSTOMER inclusion or exclusion from the group at any time, provided they communicate this decision to CIELO in writing at least thirty (30) days in advance.



**i** Including a CUSTOMER in the MULTI-EC group depends on a CIELO analysis.

**Clause 4.** The CUSTOMERS belonging to the MULTI-EC group are jointly and severally liable to each other regarding all rights and obligations to CIELO arising from the AGREEMENT and this document.

**i** This means that each CUSTOMER is liable not only for their own obligations, but also for the commitments of the other group CUSTOMERS. In this sense, CIELO may require compliance with the AGREEMENT or this document's provisions from just one (1) CUSTOMER and all CUSTOMERS participating in the MULTI-EC Group.



**Clause 5.** The TERMINAL lease must be paid by the LIABLE CUSTOMER, who may coordinate, at his own risk, the division of the amounts with the other MULTI-EC Group PARTICIPATING CUSTOMERS. The LIABLE CUSTOMER shall also be responsible for the opening of technical support calls, maintenance, or resolution of any other problems related to the TERMINAL.



**CLAUSE 6.** If the LIABLE CUSTOMER AGREEMENT is terminated for any reason, CIELO may cancel the MULTI-EC group. In this case, the other PARTICIPATING CUSTOMERS shall rent another TERMINAL and elect a new LIABLE CUSTOMER, who must be approved by CIELO, under penalty of disqualification of all CUSTOMERS.