

# **Billing Questions**

## **What happens if a direct debit payment is charged back?**

In the case of a debit note chargeback a 10,00 Euro processing fee will be charged.

The processing fee come from charges occured by reversal payments and chargeback fees from the bank. Please do not transfer the 10,00 Euro directly to our bank account. The fee will be added on to your next invoice.

You have 7 days, starting on the initial chargeback date, to transfer the relevant amount to our bank account stated as follows. Please note, servers will be deactivated due to unpaid invoices.

myLoc managed IT AG bank details :

Bank Stadtsparkasse Düsseldorf

SWIFT-BIC: DUSS DE DD

IBAN: DE90 3005 0110 0016 0360 89

Please enter your customer and invoice number before transfer.

Unique solution ID: #1423

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