



Koili Audio Device (QR Sound Box) Application Form

Date: _____

Merchant Details:

Name of establishment : _____

Registered/Legal Name : _____

Mobile Number :

Email :

PAN No.:

Enrollment Details:

Enroll In: () Fonepay QR () Nepal Pay QR

Number of Outlets/Locations: _____

Number of Device required: _____

Bank Account Details:

Account Name :

Account Number :

Branch Name : _____

Account type: ☐ Personal ☐ Enterprise

Fees and Charges:

Device monthly rental: **NPR 300**

Refundable security deposit: **NPR 1,000**

I/We hereby irrevocably authorize the Bank to debit my/our account number

maintained with Branch towards:

- (i) the refundable security deposit payable at the time of subscription;
- (ii) recurring monthly rental charges for the Koili Audio Device (QR Sound Box); and
- (iii) any other applicable fees, charges, penalties, or outstanding dues, as specified in the Bank's Standard Tariff Charges (STC), as amended from time to time.

This authorization shall remain valid for the duration of the service and until all obligations are fully settled or the service is terminated in accordance with the applicable terms and conditions.

Authorized Signature with Company Seal

Terms and Conditions:

By signing the application form, the merchant understands and agrees to abide by the terms and conditions of the respective payment networks, and the terms and conditions set forth below for acceptance of Shine Bank's Audio Device (QR Sound Box):

1. The QR Sound Box (known as device or IPN) remains the property of Shine Resunga Development Bank Limited. Upon acceptance of these Terms and Conditions, the Merchant is granted a non-exclusive, non-transferable license to use the Product for accepting payments from customers through the Bank's designated QR payment system.
2. The bank shall provide the QR sound box device to merchant on request of rental module that must be returned on account or service termination by duly clearing all outstanding dues.
3. The Merchant shall use the QR Sound Box solely for receiving successful QR payments notification of transactions conducted by customer/s. Any other than proscribed use is strictly prohibited without permission from the Bank. Merchant are strictly advised to review the transaction on regular basis and contact bank immediately in case of any mismatch or discrepancies.
4. Merchant are requested to confirm the payment notification relayed by device before releasing the service/product/goods.
5. Merchant have every rights to re-verify the payments confirmation from any other verification service medium/mode provided by bank in case of doubt and confusion.
6. Bank shall not be liable for any price, service/product quality, warranty issue and other disputes between customer and merchant. Device shall simply relay the successful payment notification to merchant.
7. The Merchant shall not tamper with, modify, or attempt to modify the QR Sound Box in any way that could compromise its security, functionality, or integrity.
8. The Bank reserves the right to perform necessary updates or maintenance on the QR Sound Box to ensure its proper functioning.
9. The Merchant shall maintain the confidentiality, safeguard and security of the QR Sound Box and any access credentials provided by the Bank.
10. The Merchant shall promptly report to the Bank any suspected unauthorized access or use of the QR Sound Box.
11. The Bank will provide reasonable technical support and maintenance for the QR Sound Box during the agreed-upon term of usage in case of any issues occurred. As warranted, Device shall be replaced without any financial liability to Merchant, only on the ground of technical snag not operational.
12. The Bank shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use or inability to use the QR Sound Box or any issues related to the Bank's QR payment system.
13. The Merchant shall indemnify and hold the Bank harmless against any claims, losses, damages, illegal activities or expenses arising from the Merchant's use of the QR Sound Box or any breach of this Agreement.
14. This Agreement shall remain in effect until terminated by either party.
15. The Bank reserves the right to terminate the Merchant's license to use the QR Sound Box at any time without notice if there is a violation of these Terms and Conditions or for any other reason deemed appropriate by the Bank.
16. The Merchant agrees to treat all information related to the QR Sound Box and the Bank's QR payment system as confidential and shall not disclose or share such information with any third party without the Bank's prior written consent.

17. Merchant Discount Rate/Merchant Service Fee/Annual Maintenance Charge (AMC) shall be agreed between the parties as and when it is applicable.
18. Merchant can use between WI-FI or SIM for connectivity to operate the device, hence if data sim is required bank shall provide the data SIM with the applicable charges.
19. Merchant shall clarify whether they require data SIM or not. If required than the merchant shall bear the charges applicable for acquiring the data SIM on monthly recurring basis, where bank shall look after data top-up to ensure uninterruptible service.
20. The Merchant shall be liable to pay the monthly rental fee for the QR Sound Box in advance as it due. Bank reserve the rights to debit the account maintained by merchant to recover the charges in full.
21. Merchant shall be liable to pay the monthly rental fee in full before the service discontinuation.
22. Monthly subscription charges shall commence from the subsequent Nepali month.
23. Refundable deposit will be returned upon device return in good condition. Any damages or missing devices will be deducted from the deposit.
24. Merchant shall discontinue the service at any time and are responsible clearance of for the charges monthly, which is usually charged on advance.
25. Safeguard of the device is paramount importance. In case of broken/lost/damage the merchant shall bear full cost determined by the bank.
26. Merchant shall not rely on the device, if it is damaged.
27. Annual Maintenance Charge (AMC) shall cover replacement, repair of device due to technical snags where merchant shall notify the Bank support center.
28. All the other terms and conditions will be same as of QR application form.
29. The Bank reserves the right to levy fees and charges in relation to the use of and/or termination of the Services and to revise such fees and charges from time to time. All applicable fees and charges shall be as specified in the Bank's Standard Tariff Charges (STC), as amended from time to time. The updated STC shall be made available through the Bank's official channels. Any revision in the STC shall be binding on the Customer if the Customer continues to use or maintain the Services after the effective date of such revision, whether or not separate prior notice is provided.
30. This Agreement shall be governed by and construed in accordance with the laws of Country, and any disputes arising out of or relating to this Agreement shall be subject to the exclusive jurisdiction of the courts in Country.

I/we, hereafter abide all the terms and conditions mentioned.

Date: _____

Authorized Signature with Company Seal