CREDIT CARD POLICY

IN-store Transactions under $500

Cards that will not swipe or chip can be keyed into the credit card machines.
On keyed transactions:
When asked enter that card is not present, EVEN if you have it in your hand.
Enter the security code, billing address and zip.
Check the authorization receipt to verify the info matched.
CHECK ID, name on ID must match name on card. Write ID on receipt to indicate you checked ID.

IN-store Transactions over $500

DO NOT KEY IN THE CARD NUMBER.

PROCESS THE CARD ONLY ONE TIME.

MUST CHECK ID, name on ID must match name on card. Write ID on receipt to indicate you checked ID.
The credit card MUST be swiped or Chipped **PROCESS THE CARD ONLY ONE TIME**. If you get any other response than "approved" then you must ask the customer for another form of payment. **DO NOT PROCESS THE CARD A SECOND TIME FOR ANY REASON.** If it is a person you know, and you choose to accept a card and you key in the credit card number then **YOU** are guaranteeing that it is good. You must be able to get in contact with this customer if the transaction is later contested.

NOTE: When you get a decline on the first authorization attempt then choose to run the card multiple times after the decline, you are telling the credit card processor that you don't care about the decline and would like to charge the card anyway. An Authorization number will be issued like it was approved, but payment is not guaranteed. If the card holder chooses to pay the charge, then we get our funds. But if they choose not to pay or the card is stolen or the user does not have permission to use the card then we do not get the funds.

Phone Orders under $500

Same as **In-store transactions Over $500** where card will not swipe or chip, plus below.

ALL orders MUST BE SHIPPED TO THE BILLING ADDRESS.

Phone Orders Over $500

Phone orders over $500 must be sent a PayPal invoice and they **MUST** be paid through PayPal.

ALL orders MUST BE SHIPPED TO THE BILLING ADDRESS.

Notes

You are not legally able to make a copy of the driver's license or the credit card.
You are NOT legally required to accept a card that will not swipe. You do not have to key in the transactions.
If anyone chooses to not follow these rules it will be **YOUR** responsibility to collect or pay the funds if there is anything wrong with the card.

I have read the above Credit Card policy and understand them. I also understand that my continuing employment is contingent on following these policies.

Name: _____

Signature: _____ Date: _____

Issues to be resolved

Customer calling in an order to be picked up- ie for a tournament or other event.