

Merchant on-boarding Policy

1. LivQuik shall undertake background and antecedent check of the merchants, to ensure that such merchants do not have any malafide intention of duping customers, do not sell fake / counterfeit / prohibited products, etc.
2. LivQuik's website shall clearly indicate the terms and conditions of the service and time-line for processing returns and refunds.
3. LivQuik shall be responsible to check Payment Card Industry-Data Security Standard (PCI-DSS) and Payment Application-Data Security Standard (PA-DSS) compliance of the infrastructure of the merchants on-boarded.
4. Merchant site shall not save customer card and such related data. A security audit of the merchant may be carried out to check compliance, as and when required.
5. LivQuik shall have a proper agreement in place for on-boarding merchants.
6. LivQuik shall ensure that no transaction or account-based relationship is undertaken without following the Customer Due Diligence (CDD) procedure as per RBI's Master Directions on KYC, as updated from time to time.
7. Agreement with merchant shall have provision for security / privacy of customer data. LivQuik's agreement with merchants shall include compliance to PA-DSS and incident reporting obligations.
8. LivQuik shall obtain periodic security assessment reports either based on the risk assessment (large or small merchants) and / or at the time of renewal of contracts.
9. LivQuik shall undertake comprehensive security assessment during merchant onboarding process to ensure that RBI's minimal baseline security controls are adhered to by the merchants.
10. LivQuik shall also ensure that the Merchant complies with the terms and conditions of the Acquiring Banks, it has entered into agreement with, for onboarding merchants.