



Lely Horizon Payment methods

Lely offers Horizon as a subscription, which is centrally administered and invoiced. You have immediate access to the product and you can select the subscription level for Horizon that fits you most and change it whenever you want in the Lely portal.

No need to change contracts as it can all be arranged via the Lely portal. With this self-care comes the ability to also manage the payment yourself, hassle free and secure. Lely offers two different payment methods: Automatic direct debit or Manual payment.

This folder describes the pros and cons for both methods and provides additional information why the majority opt in for Automatic direct debit.

1 Automatic direct debit from you **bank** or **credit card** account

A type of recurring payment

Direct debit is one of the safest and most convenient ways of paying your invoices: Payments are made automatically, so there's no risk of late payment charges. Direct debit is an instruction from you to your bank or credit card company. It authorises Lely to collect the fee for the subscription model for Horizon from your account. You need to authorise Lely once. The monthly digital invoice will give you advance notice of the amount.

Pros

- ⊖ Transparent invoices are sent in monthly and can easily be found online, on the portal and email.
- ⊖ In case of issues, payments can be reversed of up to 8 weeks with a single click (different per bank/company).
- ⊖ There is no more hassle in remembering to pay
- ⊖ Bank or credit details only need to be filled in once.
- ⊖ No credit card is required if you setup a direct debit.
- ⊖ Updates are easy to manage in the Lely portal.

Cons

- ⊗ The direct debit will be taken out your bank account the same day every month.
- ⊗ Credit cards eventually expire or can be cancelled, leading to payment failure.

Why do people use automatic payment methods?

Direct debit from bank account available in countries that use **EURO, GBP and USD** as currency (plus **Iceland**) - You don't need to use a credit card. Its easy and fast and could automate future payments of the same buyer. Payments through direct debit are processed directly between banks, reducing payment failures.

Direct debit from credit cards - in most cases using credit cards for payment is easy and fast; it automates future payments of the same buyer; for lots of people this payment method is much safer (thanks to chargebacks).

As Lely invoices in local currencies, the customer is not affected by the exchange rate.

2 Manual payment/ Wire transfers

NOT YET AVAILABLE

You receive an invoice with payment details

Manual payments requires actions from you on a regular bases. Wire (Credit) Transfer is just a common, one-time bank transfer within local currency.

Pros

- ⊖ Control when payment will be made.
- ⊖ No credit card needed.

Cons

- ⊗ On a monthly basis you will receive an action for the wire transfer or a link to carry out the payment. This takes time.
- ⊗ Lely charges additional costs for this service
- ⊗ If there is a late payment there will be a risk of your services being cut off.
- ⊗ No refunds.
- ⊗ Payment link might get lost
- ⊗ There may be a higher chance on mistakes.

Why do other people use this payment method?

Manual / Wire transfer - you can 'feel safer as all you need to do is log in to your account through a trusted bank website'. Or because of demands from your own administrative company/organisation.



Payment Details

When you select your subscription in the Lely portal we kindly request you to select your preferred payment method, and then you can complete your payment details. The Lely portal offers two ways of paying:

1 Direct debit via **bank** or **credit card**

While using the Horizon subscription we request you to enter the following details once:

- Your **bank** account data (name of the account owner, IBAN and BIC) or
- Your **credit card** details (credit card number, name on card, expiration date, CVV/CVC).

Banking cards

We support Euro, GBP and USD bank transactions

- **SEPA** Single Euro Payment Area.
- **BACS** Bankers' Automated Clearing System for UK.
- **ACH** Automated Clearing House for US.



Credit cards

We support all major credit cards in all direct billing countries. Visa and MasterCard.



2 Manual payment

NOT YET AVAILABLE

No input. You will receive a link on every invoice on which you have to perform an action manually.

SUPPORTED		1	2
		DDBT*	CC Manual
Euro	EUR	✓	✓
US Dollar	USD	✓	✓
Canadian Dollar	CAD	✗	✓
British Pound	GBP	✓	✓
Swiss Franc	CHF	✗	✓
Czech Koruna	CZK	✗	✓
Danish Krone	DKK	✗	✓
Hungarian Forint	HUF	✗	✓
Norwegian Krone	NOK	✗	✓
Polish Zloty	PLN	✗	✓
Swedish Krona	SEK	✗	✓

* DDBT = Direct debit Banking Transaction
Note: Iceland is invoiced in Euro

Other direct debit advantages

Direct debits protects you as a customer. Before Lely could offer this as a payment option, Lely went through an approval process. Payments are protected by your bank. It will guarantee to refund your money if there is an error in the process.

Right to revert

Lely will be the name on the invoice. BUT Lely is not able to just take your money. When you give approval for the direct debit it also means you maintain the right to revoke this and have the right to revert any payment. This can for instance be done in the banking app. With one click you will be refunded. No questions asked.

Hacker proof

Lely conducts intensive tests on the systems to detect potential security problems before hackers do. Our partner Adyen also has high requirements to protect you against hacking and money laundering.

Technically secure:

It is important to know that Lely doesn't know or store the card details. This is secured by our payment provider, Adyen. Adyen has the processes and technology to do this. To guarantee security it is Adyen that provides the software components used in the Lely portal where you enter your card details. A direct link between you and Adyen is created without any interference.

Check out the external links for more information



Learn more about Adyen.



A step by step video showing the registration of Lely Horizon can be found via [YOUTUBE LINK](#) or scan the QR code.



You can find FAQ's about this subject on the following webpage communications.lely.com/horizon or scan the QR code.

