

# Liveto's Price List

## Service Fees

The service provider (Liveto Group Oy) charges a service fee per product as follows:

If the product price is €0.01 - €9.99, the service fee is €1.50 (incl. VAT)

If the product price is €10.00 - €19.99, the service fee is €2.50 (incl. VAT)

If the product price is €20.00 - €49.99, the service fee is €3.50 (incl. VAT)

If the product price is €50.00 or more, the service fee is €4.50 (incl. VAT).

The service fee is added on top of the Organizer's share of the product. The final price paid by the End customer consists of the Organizer's share and the service provider's service fee.

## Processing Fee

The service provider charges a processing fee of €1.50 (incl. VAT) per order. The processing fee is added to the End customer's order and End Customer pays it along with their order.

## Payment Method Fees

The Service Provider offers several free payment methods for the End Customer. Some payment methods, however, incur a payment method surcharge. Any applicable surcharge is displayed in the store at the payment method selection. Payment method surcharges apply, for example, to cultural benefit payments (Epassi, Smartum) and the Service Provider's invoicing service (Procountor business invoicing). The surcharge for cultural benefit payments is 4% of the total order amount, and the invoicing surcharge for Procountor business invoices is €15.00 + VAT. The surcharge is added to the End Customer's order, and the End Customer pays it along with their order.

## Refund Fees

If the Service Provider issues a refund at the Organizer's request, the Service Provider will charge the Organizer €1.00 + VAT per refunded product. The refund fee cannot be charged to the End Customer.

## Sales Management and Settlement

Using the service provider's sales tools requires a contract with Paytrail. Paytrail offers multiple payment methods and handles payment processing and fund management. Paytrail charges the Organizer a monthly fee of €15.00 + VAT and transaction and commission fees per payment as follows:

- All bank payments €0.35 each + 0 % commission
- Card payments (Visa and Mastercard) €0.35 each + 1.25 % commission
- Mobile payment (MobilePay) €0.35 each + 1.30 % commission
- Mobile payments (Siirto, ApplePay, and GooglePay) €0.35 each + 1.15 % commission
- Invoice and installment payments (Walley invoicing and OP invoice) €0.35 each + 0 % commission
- Invoice and installment payment (Klarna) €0.35 each + 1,25 % commission

No VAT is charged on Paytrail's transaction and commission fees (VAT 0%).

If the Organizer wants to offer international payment methods, Stripe payment services will be used, and the Organizer will manage the sales revenue collected through Stripe. Management and one (1) settlement are included in the Organizer's service fee. The Organizer will separately charge the Organizer per-transaction payment method fees as follows:

- Payment cards inside the European Economic Area (EEA): €0.25 + 1.5%
- Payment cards outside the European Economic Area (EEA): €0.25 + 2.9%.

If the Organizer wants to offer cultural benefit payment methods (Epassi, Smartum) or the Organizer's invoicing service (Procountor business invoicing), the sales revenue from these methods will be managed by the Organizer. Management and one (1) settlement are included in the Organizer's service fee. The Organizer will charge the payment method fees from the End Customer at the time of ordering.

When the Organizer manages sales revenue, in exceptional situations, more than one settlement may be made. In such cases, the Organizer charges €50.00 + VAT per additional settlement (interim settlement).

## Other

If the Organizer cancels their own event and refunds must be issued (for example, for tickets or other products) to the End Customer, the service fee, payment method surcharge, processing fee, or any other fees charged by the Organizer will not be refunded to the End Customer under any circumstances by the Organizer.

The content of this document is confidential.

Liveto reserves the right to make changes.