

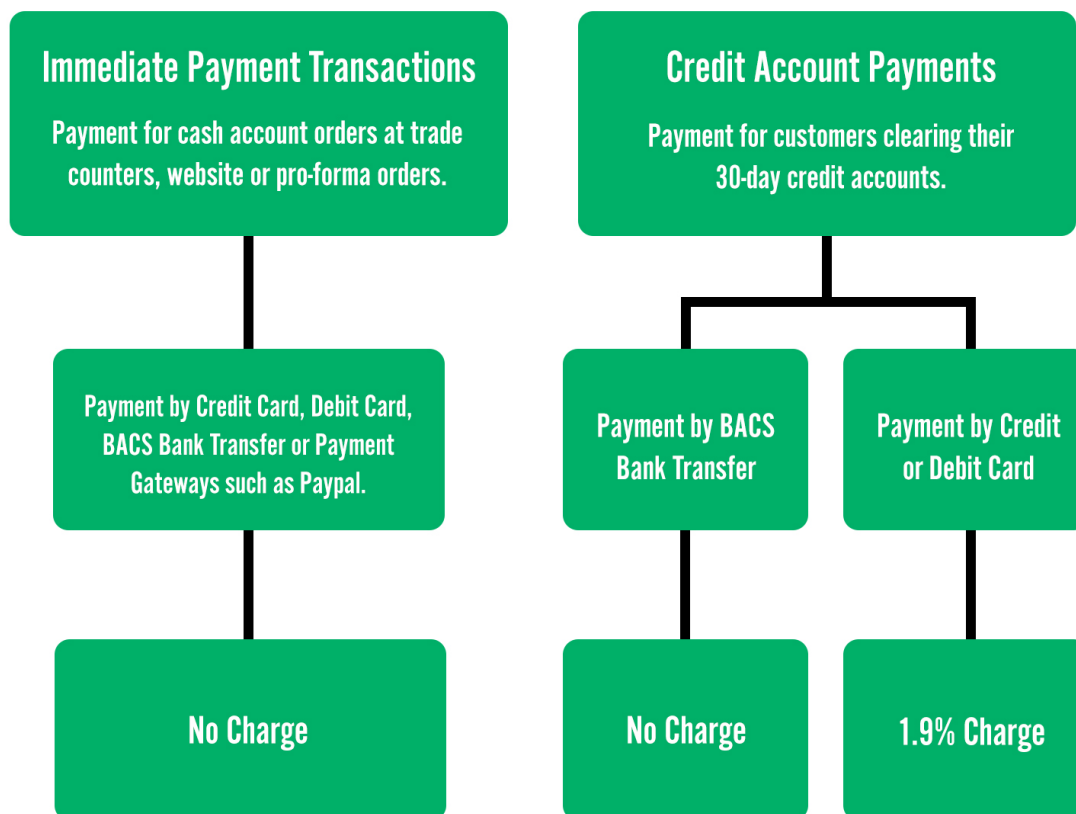


Payments Explained

In January 2018, the UK government implemented an EU directive into UK law, prohibiting surcharges when taking card payments from individual consumers purchasing goods or services for personal use. Although the majority of our transactions are business to business, and not applicable to the EU directive, Protrade still **does not** charge an additional fee or surcharge for **immediate payment transactions** for payment of orders by credit card, debit card or payment gateway providers such as PayPal. This applies to upfront payment transactions at trade counters, website orders or pro-forma orders.

For customers clearing their **30-day credit accounts**, our preferred payment method is BACS bank transfer as this payment method **does not** incur additional charges and is therefore our recommendation. For convenience, we can also accept credit or debit card payments for clearing 30-day credit accounts, but in order to keep our proposition as competitive as possible and in line with UK government legislation, **a nominal 1.9% charge** is passed on to cover the additional direct costs we incur. Please contact our Accounts Department on 01332 680100 – Option 3 – to make payments for 30-day credit accounts. Due to unpredictable charges, we **do not** accept payments from Payment Gateway providers, such as PayPal, when clearing 30-day credit accounts.

The flowchart below shows the process Protrade follows, when taking payments for goods and services.



Klarna Finance is also available for extended credit, interest-free for up to 6 months.

