



The Nainital Bank Ltd.

Smart Merchant Program

Consent Form for UPI QR Code & Sound Box Devices

Branch Name:

Date:

Region:

Customer Information

Merchant Name	
Nature of Business	
Address with Pin code	
Name of the Proprietor / Partners / Director /Authorized Signatory	
Account Number	
Registered Mobile Number	
Registered Email ID	
Branch Name & SOL ID	
Type of Account	
Turnover during last financial year	

* All the above fields are mandatory

Device Selection (Please tick ✓ the applicable option)

Inventory	Number of Quantity Required
UPI QR Code	
UPI Sound Box	
QR with Standee	

Nature of Business Activity

- Independent Retails []
- E-stores []
- Franchise []
- Grocery Store or Departmental Store []
- Furniture Store []
- Medical Store, Medical Shop and Diagnostic Store []
- Hair salons, beauty spas, fitness centres []
- Restaurants, cafes, food trucks, bakeries, and catering services []
- Repair services (e.g., electronics, appliances) []
- Yoga studios, fitness gyms, wellness centres, naturopathy clinics []
- Photographers/Graphic designers []
- Jewellery Stores []
- Any Others Authorised Business Activity []

Customer Signature _____

Charges & Fees

Item	Charges
QR with Standee without Sound Box*	₹100 per + GST OTC(One Time Cost)
Monthly Rent (Sound Box) Per Month	₹150 + GST Monthly
Merchant Management Servicing Fees per month	₹15 per merchant + GST Monthly
QR Re-printing Charges	₹10 + GST Per Sticker

*Two stickers will be provided with QR Standee at free of cost

Important Note on QR Code Charges

In cases where the customer does not opt for a Standee with QR or a Sound Box, the merchant will be provided with only a QR Code.

- A monthly charge of ₹15 + GST will be applicable for Merchant Management Service App which will be provided to the Merchant.

Payment & Recovery

- Charges will be debited directly from the merchant's linked account through Standing Instruction.
- Merchant agrees to maintain sufficient balance to cover these charges.

Terms & Conditions

Clause	Description
Device Usage	Provided solely for receiving UPI payments. Misuse or unauthorized use is prohibited.
Ownership & Responsibility	Device remains property of Nainital Bank. Merchant is responsible for safe custody and proper usage. Loss/damage must be reported immediately.
Transaction Notifications	Sound Box will announce transaction confirmations. Merchant consents to receiving such notifications
Data Privacy	Transaction data processed as per RBI guidelines and Nainital Bank's privacy policy. No personal data beyond transaction details will be shared
Termination of Service	Bank may withdraw/deactivate device in case of misuse, non-payment, or regulatory requirements. Merchant may voluntarily return device anytime.
Revision of Charges	Bank reserves the right to revise charges and fees with prior notice.
Lock in period	36 months from the installation date
De installation charges	INR 500+ GST if device is de-installed within 36 months from the 1st installation date. The machine must be in proper working condition at the time of de-installation.
RuPay Credit Card	As per the NPCI guidelines Merchant Discount Rate (MDR) will be applicable on payment received through RuPay credit card.

Customer Signature _____

Customer Declaration

I, _____ (Customer Name), hereby provide my consent to Nainital Bank to issue and activate UPI QR Code and/or Sound Box devices linked to my account. I have read and understood the charges and terms mentioned in the consent form and agree to abide by them.

1. I/We confirm that the above information given by me/us to The Nainital Bank Limited is true and complete.
2. I/We confirm that I/we have voluntarily opted for the Smart Merchant Program (the "Program") offered by the Bank.
3. I/We hereby accept the pricing model in relation to the Program and any periodic changes in the rental model in the future as updated by the Bank from time to time.
4. I/We further declare that I/we have read, understood and accepted all the terms and conditions and criteria related to the Program.
5. I/We understand that the Bank reserves the right to modify/discontinue the Program at any time at its sole discretion without providing any notice to me/us. I/We agree to be bound by all such modifications made in the Program by the Bank from time to time.
6. I/We understand that the Bank shall have the right, in its sole discretion to not extend the advantages of the Program to me/us, if any fraudulent activity is suspected/identified as being carried out by me/us in order to avail the benefits under the Program.
7. I/We agree to indemnify the Bank and its affiliates harmless against any sort of damage/loss incurred by the Bank in relation to the Program, including any misrepresentation/fraudulent activity/impermissible transactions.
8. I/We understand that I/we am/are signing this form since I am/ we are an authorized signatory (s) of my/our _____ Account with the Bank.
9. I/We hereby undertake that I had already read all the charges details and authorize bank to debit my/our bank account with the bank in case of any outstanding rental, recovery for lost/damage device or any other payments exceeding 30 days from the due date and recover the same.
10. I/We hereby agree and abide by the terms and conditions laid down/ or content mentioned hereto in consent form. I/We also agree to return the QR Sound Box terminal/ or reimburse the actual cost (if the terminal is lost/damaged) to Bank in case of no longer use of sound box mutually or otherwise. I/We agree and confirm that my/our personal KYC details may be shared with Central KYC registry or any other competent authority. I/We hereby consent to receive information pertaining to us from the Bank/ Central KYC Registry/Gol/RBI or any other authority through SMS/e-mail on my registered mobile number/ e-mail address or from any other manner. I/We also agree that the non-receipt of any such SMS/e-mail shall not make Bank liable for any loss or damage whatsoever in nature.
11. I/We hereby agree that my/our failure to disclose any material fact/ information known to me/us now or in future or my/our failure to remedy any deficiency in documents/ information/other details within the stipulated period, may invalidate me/us from transacting in the account and Bank would be within its right to put restrictions in the operations of my/our account or to close it or to report to any regulator and/ or any authority designated by the Government of India (Gol)/ RBI for the said purpose or take any action as may be deemed appropriate by the Bank under the guidelines issued by CDBT/RBI/Gol from time to time.

Customer Signature _____

12. I/We hereby agree to furnish and intimate to Bank any other particulars that are called upon me/us to provide on account of any change in law either in India in relating to the operation or maintenance of the account.

13. I/We undertake to submit data/information together with fresh KYC documents for updation of KYC details at periodical intervals as may be required by Bank.

14. In case, deemed Officially Valid Documents (OVDs) are submitted for current address at time of merchant on-boarding, I undertake to submit Aadhaar or any of the OVD having Current Address within 3 months from the date of account opening, failing to which I understand that my/our account/ on boarding may cease to be operational as per Gol guidelines at the material time.

Signature	Name	Date
Customer Signature		
Bank Official Signature & Seal		