

## Web Site Best Practice

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**The following is the Online Retailers Checklist, this checklist outlines Best Practice for web sites.**

As part of the certification process that is completed prior to a site going live with DPS or CardPay your site will be checked to ensure compliance with these practices.

ASB reserves the right to with hold the DPS or CardPay facility to any site that may not comply with some or all of these Best Practices.

- Does the web site clearly indicate who the merchant is?
- Does the web site clearly indicate what products and services the merchant is offering to the cardholder?
- Does the web site clearly explain the merchant's shipping practices? Can the cardholder clearly determine when he or she can expect to receive the merchandise?
- Are the total costs for products or services clear to the cardholder, including all appropriate shipping, handling, and tax charges?
- Are all price quotes in a currency that you can process? This should be NZD only.
- Easily found refund policy clearly communicating to customers their rights and responsibilities. If you have a limited refund or "no refund" policy, this must be very clearly communicated to customers before their purchase decision is made.
- Does the web site clearly provide a customer service phone number that cardholders can use to resolve disputes?