

Service Credits

Last updated: January 28, 2026

Compensation

- NAYAX shall not handle any compensation related to an event caused by third party service provider, but only cases directly related to NAYAX service.
- You are required to notify NAYAX support team by email if such bugs/updates require mission critical attention prior to any requests for compensation for damages.
- Service Level Credits – if the NAYAX services do not meet the Uptime Guarantee in any given calendar month, NAYAX will issue a credit to You in an amount equal to:

Monthly Uptime Percentage	Service Credit
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	50%

The Service Credit is calculated as a percentage of the Monthly Service Fees paid with respect to the Devices operated by the Customer and which were impacted by such downtime in the calendar month in which the monthly uptime is not met. The Service Credits shall be applied as a reduction of the Monthly Service Fees.