

FAQ - Payments

What kind of payments are possible?

The invoice that the client receives from Smart contains Smart's bank details where the money should be transferred.

In exceptional cases, however, payments can also be made via PayPal or Wise. Please note that this often incurs high fees, which should be carried by the client.

Who bears the bank charges?

Please note that any bank charges incurred are to be borne by the client. This is also stated on all invoices that we send. In some cases, the fees are charged to Smart and the final payment is less than the amount invoiced. The receipt of payment minus the fees is then credited to your budget.

If you would like additional active communication with clients regarding the fees, please inform Smart via clients@smartde.coop so that we can contact your clients directly.

What to consider with currency exchange differences?

If you create an order in a different currency (e.g. USD, CHF, PLN, etc.), the order is planned in the budget in € according to the exchange rate on the day when the order was created. There may be differences in the € exchange rate at the time of the order value of the invoice on the day of creation and on the day of payment. The amount actually received is credited to the budget in €.

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