lifeliqe

Payment Instructions for Lifeliqe

Please find below the payment instructions for settling invoices with **LIFELIQE CZECH s.r.o**. To ensure your payment is credited in full, **please strictly adhere to the instructions regarding Payment Mode and Currency.**

1. Use the specific account listed on the Invoice

We maintain separate bank accounts for different currencies (CZK, USD, EUR, PLN). Please only use the IBAN/Account details explicitly listed on the specific invoice you are paying.

- Do not rely on saved beneficiary details from previous payments, as the required **account may differ based on the invoice currency.**

2. Charge details: "OUR" Mode

Most overlooked

When making an international wire transfer (SWIFT), you must select the "OUR" option for transfer fees.

- **Use OUR:** The sender (you) pays all transfer fees. We receive the full invoice amount.
- **Do not use SHA or BEN:** If you select SHA (Shared) or BEN (Beneficiary), the intermediary banks will deduct fees from the principal amount, resulting in an underpayment of the invoice.
- Please verify with your bank that the transfer covers all third-party fees so that no unexpected shortage arises.

3. Sending the correct currency

We must receive the funds in the exact currency specified on the invoice (e.g., if the invoice is in USD, we must receive USD).

- If your source account is in a different currency, you must convert the funds at your end. **You must instruct your bank to send the payment in the specific invoice**

currency (e.g., select USD as the transfer currency even if sending from a GBP account).

- **Do not** send your local currency directly to our foreign currency account (e.g., do not send GBP to our USD account). If you do this, our bank performs an automatic conversion, **resulting in an underpayment which you will be required to settle.**

4. Including Invoice number as Variable Symbol/Message for Recipient

To ensure payment is correctly paired with the correct invoice, including the invoice number for identification is required.

- **Locating the Invoice Number:** The invoice number is located in the top-right corner of the invoice, contained within the **grey outlined box** with a slim barcode underneath.
- You must include the invoice number in either the **Variable Symbol** field or the **Message for Recipient** field, depending on which field your bank provides.

  → If your bank has both fields available, **prefer the Variable Symbol field.**
- **Do not leave both fields blank.** Without the invoice number, we cannot guarantee identifying the payment correctly.

Failure to comply with any of these instructions will result in underpayment, which you will be liable to correct. If you are unsure about the procedure, please consult your bank directly to ensure the full amount is transferred.
