Online Payment Policy

Our site is connected to The Internet acquiring, and you can pay for the order with a Visa or Mastercard bank card directly on the site. After confirming the selected order, a secure window will open with the payment page of the Robokassa payment service, where you need to enter your bank card details and e-mail address for the receipt or fiscal receipt. We use the 3D Secure protocol to confirm the payment. If your Bank supports this protocol, you will be redirected to the bank's server for additional identification using an SMS code. For information on the rules and methods of additional identification, please contact the Bank that issued your bank card.

In the fields on the payment page, you need to enter the card number, e-mail address, card expiration date, three-digit security code (CVV2 for VISA or CVC2 for MasterCard). All the necessary data is displayed on the surface of the bank card. CVV2/ CVC2 is a three-digit security code located on the back of the card.

Further, in the same window, the page of your issuing bank will open to enter the 3-D Secure code. In case you do not have static 3-D Secure configured, it will be sent to your phone number via SMS. If the 3-D Secure code has not come to you, you should contact your issuing bank.

3-D Secure is the most modern technology for ensuring the security of card payments on the Internet. Allows you to uniquely identify the authenticity of the cardholder performing the transaction, and minimize the risk of fraudulent transactions on the card.

Cases of refusal to make a payment:

In case your payment did not go through or the operation was canceled, check:

—Were the details entered correctly? Pay attention to the validity period of your card and the number;

—Are there enough funds on your card? You can learn more about the availability of funds on the payment card by contacting the bank that issued the bank card;

—Is it possible to make payments on the Internet? You can learn more about the possibilities of your card by contacting the issuing bank;

—Do you have enough daily limit on payments on the Internet? You can find out more about the limits of your card by contacting the issuing bank.

For questions about the past payment, please contact the support service of the issuing bank that issued your bank card, or the support service of the site on which the payment was made.

Security guarantees

Robokassa payment service protects and processes your bank card data according to the PCI DSS security standard. The transfer of information to the payment gateway occurs using SSL encryption technology. Further transmission of information takes place through closed banking networks that have the highest level of reliability. Robokassa does not transfer your card details to the online store or third parties. For additional authentication of the cardholder, the 3D Secure protocol is used.

In case you have any questions about the payment made, you can contact customer support by e-mail support@robokassa.kz.

Security of online payments

The personal information provided by you (e-mail, bank card number) is confidential and is not subject to disclosure. Your bank card details are transmitted only in encrypted form and are not stored on our server.

The security of online payment processing is guaranteed by the Robokassa payment service. All operations with payment cards take place in accordance with the requirements of VISA International, MasterCard Worldwide and other payment systems. When transferring information, special security technologies for card online payments are used, data processing is carried out on a secure high-tech server of the payment service.

Payment by payment cards is safe because:

• The authorization system guarantees the buyer that the payment details of his payment card (number, expiration date, CVV2 / CVC2) will not fall into the hands of fraudsters, since these data are not stored on the server in encrypted form and cannot be stolen.

• The buyer enters his payment data directly in the Robokassa authorization system, and not on the website of the online store, therefore, the payment details of the buyer's card will not be available to third parties.