



FAQs: Credit/ debit card payments

Siemens Industry Services

Who can avail debit/credit card payment facility?

Any customer interested in availing Siemens Industry Services for the company.

Where is the payment facility available?

This payment option is currently available in following three locations and shall expand to other regions in near future.

Mumbai (Airoli)	Bengaluru (Near Hoodi Circle)	Bengaluru (St. Marks Road)
Siemens Ltd. SITRAIN, TSDC Thane-Belapur Road Airoli, Navi Mumbai - 400708, Maharashtra	Siemens Ltd. c/o DHL Supply Chain India Pvt. Ltd. Survey Nos. 135/1 and 171/3, Maruthi Industrial Estate Phase - 1, Whitefield Road, Hoodi Village, Bengaluru – 560048, Karnataka (Landmark: Next to Zuri Hotel)	Siemens Ltd. Jyoti Mahal Office, 49, St. Marks Road, Bengaluru – 560001, Karnataka

Which credit /debit card can be used?

We accept Debits Cards and Credit Cards recognized by VISA/ Mastercard / Diners International/ Discover. Since a customer representative swipes on behalf of a company, he/she should have a letter of authorization from the company. [Click here](#) to download the authorization letter.

What are the typical products / services which are bought using this payment option?

Customers usually prefer this payment option for availing services like spares, repairs, trainings, field service etc. mostly for (a) Machine Tools products (e.g. SINAMICS, SINUMERIK, SIMODRIVES, SIMOTIC), (b) drives and (c) automation.

What documents one should carry while using credit card?

Customer needs to carry a Siemens Purchase order, Letter of Authorization, Debit or Credit card and Govt. ID proof (Aadhar card, PAN card, Passport).

Will I get a receipt of the transaction?

Yes, a proforma invoice will be generated and handed over to you at the time of making payment.

When using this payment mode, is there any limit on the transaction value for availing services?

No, there is no limit on the transaction value. However, it is best suited for low value transactions as one can avail services faster even for the smallest value, by minimizing his/ her efforts in the payment process.

Whom to contact for any further information on card swipe facility?

For further information, [click here](#) and our representative will contact you shortly.

What is 'Siemens Industry Services'?

Industry Services from Siemens enables you to unleash the hidden potential of your plant. We provide a comprehensive portfolio of product, system, and application-oriented services throughout the entire lifecycle of machines and plants – from planning and design to operation and all the way to modernization.

Siemens Industry Services portfolio offers the following services to manufacturing industries:

- Repair Services
- Spare Parts Services
- Training Services
- Field and Maintenance Services
- Retrofit and Optimization Services
- Support and Consulting Services
- Service Programs and Agreements