Payment terms - Pay with Revolut

Revolut Ltd's Payment Processing Services Agreement states that its Payment Processing Services may be subject to additional terms relating to a specific Payment Method. This agreement sets out those additional terms and conditions for the "Pay with Revolut" Payment Method. We call them the "**Pay with Revolut Terms**" (or just the "**Terms**").

You cannot use the Pay with Revolut to receive payments unless you first enter into a Payment Processing Services Agreement with Revolut Ltd.

These Terms apply to merchants who use Pay with Revolut to receive payments (we call them "**Merchants**" in these Terms). They do not apply to anyone who uses Pay with Revolut to make a payment (we call them "**Customers**" in these Terms). If a Merchant uses Pay with Revolut to make a payment to someone else, they will be acting as a Customer and so these Terms will not apply to the Merchant when making that payment.

1. What is Pay with Revolut?

We allow some Merchants to receive payments from other Revolut Customers via Pay with Revolut.

These payments are made directly between the Revolut account of the Customer and the Revolut Payout Account of the Merchant. They are not made via card schemes or other schemes external to Revolut.

2. How does Pay with Revolut work?

Pay with Revolut can be used by Merchants to receive both Customer Initiated Payments and Merchant Initiated Payments.
- A "**Customer Initiated Payment**" is any payment where the Customer instructs us to pay you a set amount, either instantly or at a set date or regular intervals in the future.
- A "**Merchant Initiated Payment**" is any payment where you instruct us to make a payment from the Customer's account, based on consent previously provided to us by the Customer.

We will determine in or discretion whether either method is appropriate for your intended use of Pay with Revolut.

3. Accepting Checkout Payments

Merchants may use Pay with Revolut to accept Customer Initiated Payments from Revolut users. This will be most appropriate in a checkout flow where a Customer instructs us to make a one off payment.

We will provide the necessary functionality for the Customer to identify themselves as a Revolut user and initiate and authenticate the Customer Initiated Payment to you. Customers will only be able to initiate a Customer Initiated Payment if they have sufficient funds in their accounts and have authorised it in the manner we require.

If a Customer does not have sufficient funds in their account or does not authorise the Customer Initiated Payment, it will fail. We will let you know that the payment has failed.

4. Collecting Merchant Initiated Payments

Merchants may also use Pay with Revolut to collect Merchant Initiated Payments from Revolut users. This will be appropriate where a customer has agreed to payments within certain parameters being made in the future.

We will provide the necessary functionality for the Customer to provide their consent to Merchant Initiated Payments to us and to authenticate it. We will also allow customers to manage this consent (for example, by imposing maximum transaction value or frequency limits) and to remove it, at any time.

We will also provide the necessary functionality for the Merchant to request to collect a payment from a particular customer. Merchants will only be able to collect a payment if the Customer has sufficient funds in their accounts and have provided their consent and authenticated it in the manner we require.

As Merchant Initiated Payments are collected on the basis of consent provided by the Customer previously, not in real time, a Customer has a right to a refund of any Merchant Initiated Payment for 8 weeks after it is collected. If a Customer's Merchant Initiated Payment is refunded, we will reverse the payment into your account, and tell you about it afterwards. We encourage you to give the Customer advance warning of any Merchant Initiated Payment to minimise the risk of refunds after the fact.

If Customers do not have sufficient funds in their accounts or have provided their consent or authenticated it, the request to collect the payment will be declined. We will let you know that the request has been declined.

5. Buyer Protection Policy

When Merchants accept payments using Pay with Revolut, or Customers make them, the Customer is protected by our Buyer Protection Policy.

As set out in the Buyer Protection Policy, a Customer cannot make a claim without contacting the Merchant to resolve the issue first. If that does not resolve the issue, the Customer can make a claim if they made an eligible purchase and one of the following two things happens:
  ● what the Customer purchased was not delivered; or
  ● what the Customer purchased was delivered to the Customer but was materially different to what the Merchant said it would be.

What is and is not an eligible purchase is set out in the Buyer Protection Policy. If you mention the "Buyer Protection Policy" at the checkout for a purchase which is not otherwise eligible, that purchase will be deemed to be eligible.

If a Customer makes a claim, we will contact you to request a response. You must do so within 10 calendar days of our request. We will then undertake our review.

Our review will result in us making a decision, in our sole discretion, about whether the purchase was not delivered or was delivered but was materially different to what the business said it would be, for the purposes of the Buyer Protection Policy. These decisions are final and we do not need to provide reasons for them. By agreeing to these terms, you agree that our decisions under the Buyer Protection Policy are final and cannot be challenged.

If we uphold a claim, we will refund the payment the Customer made, and reverse it from the Merchant's account, and tell the Merchant about it afterwards.