

# Merchant Rewards Terms and Conditions

Revolut's [Payment Processing Services Agreement](#) states that its Payment Processing Services may be subject to additional terms relating to a specific payment method or type. This document sets out those additional terms and conditions for Merchant Rewards. We call them the "**Merchant Rewards Terms**" (or just the "**Terms**").

You cannot offer Merchant Rewards to your customers (the "**Customers**") unless you first enter into a Payment Processing Services Agreement with a Revolut group entity in your country. These Terms apply to merchants who offer rewards for qualifying Revolut Pay payments ("**Merchants**" or "**you**") under these Terms. If a Merchant receives a reward for their Revolut Pay payments, they will be acting as a Customer and so these Terms will not apply to the Merchant when making that payment.

Merchant Rewards is an unregulated service. These Terms do not govern any payment processing services or other regulated services.

## What are Merchant Rewards?

Merchant Rewards campaigns are an easy way to boost your visibility to Revolut customers and grow your sales by offering rewards on qualifying online and in-store Revolut Pay transactions. They allow you to do this by listing your business as providing a reward to Revolut customers in the Shops section of the Revolut app.

Merchant Rewards allows you to offer rewards to Revolut customers on purchases they make with your business using Revolut Pay, either online or in-store. It does not allow you to offer rewards on purchases made using a card in person (for example, card payments via Revolut Pay In Store or card reader).

The types of rewards you can choose to offer are set by us. For example, they may include cashback, discounts, a promotion code, loyalty programme points, etc. The rewards available to choose from are set out in the app and may change at any time.

Each Merchant Rewards campaign must be approved by us before being made available in the Shops section of the Revolut app. We may revoke this consent at any time. You can submit a request for us to approve your campaign in the app for in-store payments, or contact [merchant-integration@revolut.com](mailto:merchant-integration@revolut.com) for online payments.

Merchant Rewards is a service that is only available for Merchants who exclusively use Revolut to process the payments they are paying a reward on. You cannot use Merchant Rewards if you use any company other than Revolut for payment processing or acquiring of a payment you are paying a reward on.

While your Merchant Rewards campaign will always be shown in the Shops section of the Revolut app, the prominence of different campaigns is decided upon by us based on a range of factors. In some circumstances, we may receive commission from Merchants in return for their campaign having greater prominence.

## What information must I provide to use Merchant Rewards?

In order to request us to approve a Merchant Rewards campaign, you must provide us with the following information:

- A description of your business, outlet and campaign.
- Your branding assets.
- The amount you want to spend on the reward for on each eligible transaction, within the parameters we allow).
- Any other information we may reasonably request to assess your request or add it to our Shops product.

You consent to the information you provide above being used by us in connection with your Reward Campaign. This includes, for example, display of that information in the Shops section of the Revolut app, placement of your business on our Rewards Map, and any other reasonable use in connection with the use or promotion of the Shops service.

If you change or remove any of this information, your Merchant Rewards campaign may be deactivated.

## When will I have to fund the reward paid to Customers, and are there any fees?

There is no fee to launch a Merchant Rewards campaign or have your business hosted in our Shops service.

The only fee you will pay for the use of the Merchant Rewards service is a small fee on each transaction where a Customer successfully earns a reward. This fee will be shown to you when you set up the campaign, meaning you will never pay more than the amount you agree to. For example, if you decide to pay a reward at the level of 6% of the transaction, and your fee is set at 1% of the transaction (actual fees vary), you will agree to a total cost of 7% when you set up the campaign and will not be charged more than that.

You can find more details and the actual fee you will pay for Merchant Rewards in our [Fees Page](#).

The reward and the fee you have agreed to pay on each eligible transaction will be deducted from the transaction immediately before it is paid to your Revolut account. The reward amount will be paid to the Customer's Revolut account at the same time.

## How can I end my Merchant Rewards campaign?

For in-store Merchant Rewards, you can deactivate your Reward at any time in the app. Doing so will immediately end your campaign and remove you from the Shops section in the Revolut app.

For online Merchant Rewards, please reach out to [merchant-integration@revolut.com](mailto:merchant-integration@revolut.com). We will action your request as soon as we can and confirm to you when we have, but it may take up to five business days. Your campaign will not end, you will not be removed from the Shops section in the Revolut app, and you will continue paying rewards until you receive confirmation from us.

