

Revolut Bank UK Ltd is a bank authorised by the Prudential Regulation Authority (FRN: 981170) and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

1. What is this document?

These terms and conditions (the **Payment Processing Terms**), alongside the [Group Framework Terms](#) and the following terms, depending on the type of account you hold with us, form a legal agreement between you and Revolut Bank UK Ltd (**Revolut/us/we**). The agreement details the service we provide when we process payments for you that you accept from your customers as a merchant (the **Service**).

Account	Terms
Business Account	Business Terms and Business Fees
Revolut Pro Account	Personal Terms , Revolut Pro Terms and Revolut Pro Fees Page

2. How can I access the Service?

To use the Service, you must:

- have a Revolut Business Account or Revolut Pro Account without restrictions, and
- must be accepted by us to use the Service through the App.

You must provide any information we require to support your application. The information you provide must be accurate.

We may also need to access information held by third parties such as credit reference agencies and our own service partners. By agreeing to these terms, you give us permission to do this. You also agree to help us access or verify this information.

If the information you provided to us at the time of your application changes, you must let us know as soon as possible.

See the privacy notice which applies to your account for more information about how we will process your personal data.

We may reject your application for any reason and we don't have to tell you that reason.

If we approve your application to use the Service, we'll enable your access to one or more payment processing methods under the Service. How we enable this service will depend on the type of account you hold with us.

Account you hold with us	What we'll do
Business Account	We'll set up a Merchant Account for you to use the Service.
Revolut Pro Account	We'll activate the Service within your Revolut Pro Account.

In these terms, we refer to the Merchant Account and the Revolut Pro Account used to receive processed payments together as a **Settlement Account**.

We may request further information from you during the course of this agreement. You agree to provide this information to us without delay. If you do not provide this information to us or there is a delay in you providing this information to us, we may suspend the Service to you until we have obtained the information and validated it. We won't be liable for any direct or indirect loss or damage that you suffer as a result.

If you or we close your account, we'll end the Service to you.

3. Using the Service

You can only use the Service to accept payments from people who purchase goods and/or services from you in the course of your business (your **Customers**).

You must comply with all laws, rules and regulations which apply to you when you service your Customers and use the Service.

You must **not**:

- use the Service to process **Illegitimate Transactions** (see below)
- use the Service for any **Prohibited Business** (see below)
- access or attempt to access non-public Revolut systems, programmes, data, or services
- act as a service bureau or pass-through agent for payments through the Service

- work around any of the technical limitations of the Service or enable functionality that is disabled or prohibited
- reverse engineer or attempt to reverse engineer the Service
- perform or attempt to perform any actions that would interfere with the normal operation of the Service or affect use of the Service by other users
- impose an unreasonable or disproportionately large load on the Service

Illegitimate Transaction means any payment which:

- is inaccurate or incomplete
- is not authorised by your Customer
- breaks any applicable laws, rules or regulations
- is suspicious or fraudulent
- is not clearly linked to the business purpose you've told us about
- isn't a genuine legal sale of goods or services between you and your Customer — for example, if the goods are tied up in legal claims or aren't really yours to sell.

You are solely responsible for identifying and preventing Illegitimate Transactions, and must take steps to confirm a payment is not an Illegitimate Transaction before submitting it for processing.

Prohibited Business means any activity or business that:

- involves or benefits any country, organisation, entity or person that is subject to sanctions or embargoes imposed by any government, including those on sanctions lists issued by the UK, EU or US (e.g. OFAC); or
- is decided to be prohibited by us or by any third party we use to process payments.

If you are uncertain whether a category of business or activity is Prohibited Business, please contact us before using the Service.

4. What type of payments can I submit to Revolut for processing?

We may permit you to accept the following types of payments:

Type of payment	How it works and more information
Card payments	<p>You may accept card payments or mobile wallet payments (e.g. through ApplePay or Google Pay) online, or in person using a Revolut Device or any other device that we permit. See the Revolut Hardware Terms for more information on the types of card payments or mobile wallet payments which are compatible with each Revolut Device.</p> <p>When you accept card payments, you must comply with the applicable card scheme rules (American Express, Mastercard or Visa) which apply to your business type and location. These rules may change without notice. You must keep up-to-date with the scheme rules. We will inform you of changes if we can but we don't have to. We will consider a breach of the scheme rules as a breach of these terms.</p> <p>Where you accept payments through ApplePay, you must also comply with Apple's own ApplePay Web Merchant Terms and Conditions. Apple may update these terms from time to time.</p> <p>A change to the card scheme rules may require us to make a change to these terms. You agree that we may make such changes immediately. We'll let you know if we make any changes.</p> <p>If we believe that your business activities pose a risk, you agree that we can submit your information to the card schemes. This allows them to add you to one or more of their risk monitoring programmes. If that happens, we have the right to prohibit you from accepting card payments under these terms. We may also suspend or close your Merchant Account or Revolut Pro Account. You agree to waive your rights</p>

Type of payment	How it works and more information
	<p>to bring any claim against us for taking these actions. You also agree to indemnify us against any claims from any third parties arising as a result of the risk that you pose or you being added to the risk monitoring programmes.</p> <p>You may use a third-party processor to create and deliver a payment directly to a payment card network and specify that the payment will be cleared by Revolut under the Service. Before you do that, you must let us know. You accept the risks of the third party failing to deliver, or failing to accurately deliver, the payments to the payment card network. Revolut's obligations and liability is limited to the clearing and settlement of the payments actually received by the payment card network. You are responsible for any failure by the third party to comply with the applicable payment network rules.</p>
Merchant initiated payments	<p>You may accept payments that you initiate.</p> <p>You must obtain consent from your Customer for:</p> <ul style="list-style-type: none"> • the value of the payment (fixed or variable), • when the payment will be taken from your Customer, and • how often the payment will be taken from your Customer (for example, on a regular basis or at specific times). <p>Where the payments constitute a continuous payment authority, you must comply with the applicable laws and regulatory guidance.</p>
Payment Initiation Services	You may accept open banking payments where we act as a payment

Type of payment	How it works and more information
	initiation service provider for your Customers.

Type of payment	How it works and more information
<p>Payment Pages</p>	<p>You may accept bank transfers, card payments, open banking payments and Revolut Pay payments via Revolut hosted webpages (the Payment Pages). The payment methods available on the Payment Pages may vary and limits may apply to payments. We'll show you these when you set up your Payment Pages.</p> <p>You can set up the specific Payment Page you want to use in the App. These may include:</p> <ul style="list-style-type: none"> • Payment links, • Revolut Pay in Store, and • Invoices. <p>The payment pages will show your Customers the different methods of payment and require them to authorise payments to you through those methods. You may be able to customise the Payment Pages in the App. Any customisation of the Payment Pages must comply with our Community Standards. We may approve or reject your customisation if it doesn't comply with our Community Standards.</p> <p>We'll then process those payments for you.</p> <p>These terms will apply to the processing of any payments accepted through Payment Pages. See the card payments and Payment Initiation Services sections above for more information on the processing of those methods of payments.</p> <p>See the Revolut Pay section below for more information on the processing of that method of payment.</p>

Type of payment	How it works and more information
<p>Revolut Hardware</p>	<p>You may order a Revolut Device to accept card payments, mobile wallet payments or Revolut Pay payments through it. You must comply with our instructions relating to any Revolut Device (for example, if you accept payments when your Revolut Device is offline, we may ask that you connect it to the internet at least once every 24 hours so that those payments can be processed). We may refuse to process any payment that you have accepted if you do not comply with our instructions.</p> <p>By accepting a payment using this payment method, you agree to the Revolut Hardware Terms.</p> <p>These terms will apply to the processing of any payments through the Revolut Devices.</p> <p>See the card payments section above for more information on the processing of card payments.</p> <p>See the Revolut Pay section below for more information on the processing of those payments.</p>
<p>Revolut Pay</p>	<p>You may accept Revolut Pay payments. Revolut Pay facilitates account to account payments between customers of Revolut. Revolut Pay also facilitates card payments. See the card payments section above for more information on the processing of those payments.</p> <p>By accepting a payment using account to account Revolut Pay payments, you agree to the Revolut Pay Terms and the Buyer Protection Policy.</p> <p>You must not use the Revolut Pay logo if you do not accept these payments.</p>

Type of payment	How it works and more information
	<p>If you use the Revolut Pay logo and do not accept these payments, the Buyer Protection Policy will apply to all payments that we process for you.</p>
Tap to Pay	<p>You may accept contactless card and mobile wallet payments on eligible iOS devices (iPhone Xs or later, updated to the latest version of iOS).</p> <p>You may authorise your employees or other third parties to use Tap to Pay on your behalf (Authorised Personnel). Once you accept a payment, you can generate and send a receipt to your Customer.</p> <p>You agree that you are liable for all actions of your Authorised Personnel.</p> <p>You must:</p> <ul style="list-style-type: none"> • ensure that your Authorised Personnel comply with these terms, • only use Tap to Pay to accept payments in the United Kingdom and ensure that your Authorised Personnel do the same, • not discriminate against certain types of cards when Customers presents them to you for payment; and • not apply any surcharges based on the type of card Customers choose to use. <p>See the card payments section above for more information on the processing of those payments.</p> <p>We may stop providing Tap to Pay as a service to you at our discretion at any time without giving a reason. These changes will not affect how we process payments for you. Where possible we will give you advance notice.</p>

Type of payment	How it works and more information
	<p>Apple</p> <p>Your use of Tap to Pay is subject to Apple's Tap to Pay on iPhone Terms and Conditions.</p> <p>Apple does not process any payment transactions and it will not receive, hold or transfer your funds or have any control over payments, returns and refunds.</p> <p>You must also comply at all times with Apple's Acceptable Use Guidelines set out in the Apple Terms. Certain types of transactions are prohibited by Apple as set out in the Apple Terms. We may block or reverse any transaction made using Tap to Pay that is contrary to the Apple Terms.</p> <p>We may stop you or any of your Authorised Personnel from using Tap to Pay by disabling your access if:</p> <ul style="list-style-type: none"> • Apple's requests that we do so, • we suspect or become aware that you or your Authorised Personnel have breached these terms, or any other terms Revolut terms that apply to you. <p>Apple may also decline to enable or may disable your ability to use Tap to Pay at any time for any reason as set out in the Apple Terms.</p>

We may monitor, review and audit you to assess whether the payments you accept lead to an excessive level of complaints from your Customers when you use the Service. We will take into account any complaints made to us about you and any other indication of detriment to your Customers in connection with the payment methods set out above (**Customer Disputes**).

If the ratio of your Customer Disputes to total transactions is unacceptable to us, we may place you on a monitoring programme. If we place you on a monitoring programme, we may provide you with a remediation plan, which you must follow if you wish to continue using the Service. If you do not, we can terminate the Service.

5. Webpages

When you apply to use the Service, you must tell us if you have a website. If you don't, we'll create a webpage for you with a unique link (a URL) that you can use to accept payments through any payment method that we make available to and agree with you. This webpage will only be discoverable by entering its unique link.

What will be displayed on your webpage?

Your webpage will include:

- your name
- business contact information
- a description of your business activity
- information and content from you to customise the webpage to your business
- a default refund policy

You can update the content on your webpage, including the return and refund policy, by using the chat function located under the Help section of the App. We will review the content you propose and may require amendment or reject it in our sole discretion.

6. What fees, costs and limits apply?

Account	Details
Business Account	Basic, Scale and Grow plans Please refer to our Business Fees page for all fees.
	Enterprise plan Unless we agree to custom fees with you, please refer to our Business Fees page for all fees.

Account	Details
Revolut Pro Account	Please refer to our Revolut Pro Fees page .

Blending of fees

Unless we specifically agree with you otherwise, you agree to a complete blending of the fees that we charge you. This means that we will charge you one blended rate for processing card payments for each card scheme as set out in our Business Fees or Revolut Pro Fees pages.

Please contact us through the chat function located under the Help section of the App if you'd like to discuss unblended rates.

Acquiring Pricing on the Enterprise Plan only

If you're on our Enterprise Plan, we may agree to an unblended fee package for payment processing (**Acquiring Pricing**). If we do, the Acquiring Pricing will supersede acquiring fees set out in our Business Fees Page. Acquiring Pricing means that we'll charge you the actual cost that we incur for acquiring each transaction, plus a fee for our services (an **Acquiring Markup**). We set out how we calculate the Acquiring Pricing for each transaction we process for you below:

Type of payment	Acquiring Pricing
Card payment (online, in person or Tap to Pay)	<p>We'll charge you a total of:</p> <ul style="list-style-type: none"> the interchange fee, the card scheme fees, and an Acquiring Markup. <p>You agree that we don't need to provide you pre-contractual information on interchange and card scheme fees. Each scheme publishes its own rules relating to interchange fees, and may not publish scheme fees.</p>
Revolut Pay	Acquiring Markup only.
Open Banking	<p>We'll charge you a total of:</p> <ul style="list-style-type: none"> fees incurred by us to process each payment, and

Type of payment	Acquiring Pricing
	<ul style="list-style-type: none">• an Acquiring Markup.

Invoicing/settlement

Unless we agree differently with you, we'll invoice you the Acquiring Pricing on a gross settlement basis in the transaction currency. We'll issue you an invoice for Acquiring Pricing each month on or around the 15th day of the month. We'll deduct the amount payable on that invoice from your account three business days after we have issued the invoice.

Tiered pricing

We calculate tiers with reference to total payment volume processed by you through these terms less any chargebacks, refunds, return, and any other reversals (TPV). We may agree Acquiring Pricing with you on the basis of a tier that we assign to you. We may assign a tier to you on the start date, which may be either a 12 monthly or monthly period (as agreed with you) from the date on which you accept your Acquiring Pricing. Transactions made above a tier's TPV threshold will qualify for the Acquiring Markup pricing of the next tier above it. Your TPV calculation will reset at the end of each month or twelve month period (as agreed with you).

Minimum Acquiring Markup

Acquiring Pricing may include a minimum Acquiring Markup. In the event that your total incurred Acquiring fee at the end of each month or year (depending on what we agree with you) does not exceed the Minimum Acquiring Markup, you acknowledge that you will be invoiced the Minimum Acquiring Markup.

General

Our Business Fees and Revolut Pro Fees exclude all taxes that apply to you and your business. You must comply with all tax obligations which apply to you and your business. Revolut does not provide tax advice. You must obtain your own tax advice.

We may send documents to you and tax authorities for transactions processed using the Services. This may include the filing of periodic informational returns with tax authorities about your transactions.

You are also responsible for all other costs, penalties, liabilities, charges, fees, levies, expenses and/or fines related to your use of the Service – whether charged by us or by a third party. You must pay any such amounts that you owe to us on demand.

7. When will you receive the payments we process for you?

By using the Service, you authorise and appoint us (and any third parties we use) as your agent to process, receive and settle all proceeds payable to you under the Service. This includes authority to direct, receive, hold and settle all payments.

Settlement

After we process a payment, we'll settle the funds into (or out of) your **Settlement Account**. You may have more than one Settlement Account.

We agree to provide a "**Settlement Schedule**" to you in the App. This will set out how and when we settle the funds into and out of the Settlement Account and when you may withdraw the funds.

We may change the Settlement Schedule, suspend any settlement to the Settlement Account, or suspend your entitlement to withdraw all or some of the balance of your Settlement Account at any time, including after these terms come to an end. For example, we may do so:

- where there are or we suspect that there are pending, anticipated, or excessive disputes, refunds, or reversals
- if we suspect or become aware of suspicious activity
- if we reasonably determine that we may incur losses resulting from credit, fraud, or other legal risks associated with your activity
- where we are required to by any applicable rules, obligations or laws, or
- if we have any other reasonable justification

If we suspend any settlement or withdrawal (we'll let you know why, unless we are legally not permitted to do so).

We may reduce any amount settled to your Settlement Account by the amount of any fees, fines, or other amounts you owe to us for any reason.

The Reserve

To help us manage risk, we will always withhold a percentage of each payment's value processed for you for a period of time. We call this a **Reserve**. The Reserve will be released to your Settlement Account after a specified length of time, subject to any other obligations you may have.

We will determine the Reserve, and the period of time it is held for, based on our assessment of the risk you pose. You can see this in the App. The percentage amount may be anywhere between 0% and 100%. The period of time is also at our discretion.

You agree that we can change the amount of the Reserve or the period of time for which we hold the Reserve at any time without advance notice, but we'll let you know if we do. For example, we may do so if:

- your or your Customers' activities increase the risk of loss to us or to your Customers
- you have violated these terms or we think you are likely to
- we think the number of disputes or refunds you have is high
- we think that the period of time between a payment to you and delivery of goods or services from you to your Customers is significant
- we have any other reasonable basis for doing so

A reserve may also be required for a period of time after you have ended the Service.

Multi-currency processing

We may allow you to receive payments from Customers in different currencies. We may also allow you to receive settlement in any payments you receive from Customers in a different currency to what the Customer paid in. We call these things **Multi-Currency Processing**.

If you use Multi-Currency Processing, we will identify the currency exchange rate and any fees at the time of the payment. If a payment is subsequently reversed (for example, if you or we action a refund), we will apply the currency exchange rate at the time of the reversal, not the rate as at the time of the original payment.

Whether you are eligible for Multi-Currency Processing, and the currencies available for it, will be set out in the Revolut App and in our FAQs [here](#). We may change these things at any time, without notice.

Clearing

All funds resulting from our processing of payments are held in pooled clearing accounts we hold with our banking partners. We will settle funds to and from these clearing accounts. However, you have no rights to the clearing accounts or to any funds held in them, or to any interest earned on them. You will only begin to have an entitlement to any funds once they are deposited in your Payout Account in accordance with these terms.

Security interests

You grant us a lien and security interest in all funds for payments that we process for you, including funds that we deposit into your Payout Accounts, as well as funds held in any other accounts to which such funds are deposited or transferred.

We therefore have a right superior to the rights of any of your other creditors to seize or withhold funds owed to you for payments that we process through the Service.

If we require it, you will need to execute and deliver any documents and pay any associated fees we consider necessary to create, perfect, and maintain this security interest. If you don't wish to do this, we may need to terminate these terms for breach and stop providing the Service to you.

8. When things might go wrong

Disputes, refunds and chargebacks

Any payment may be subject to a dispute by a Customer, or otherwise be reversed. We are not responsible for, or liable to you, for any payment which is later the subject of a dispute, refund, chargeback, other reversal or which is otherwise submitted without authorisation or proper basis. Rather, you are responsible to us for these things.

If a payment is reversed, we'll take the amount you received out of your accounts and return it to the Customer. This will be shown in your transaction history. For example, we may reverse a payment where:

- it was made in connection with an Illegitimate Transaction or Prohibited Business
- it was made following or in connection with a breach of these terms

- a third party partner (like a card scheme) has invalidated the charge or it breaches their requirements
- it was paid to you by mistake or without proper authorisation
- a Customer makes a successful claim under the [Buyer Protection Policy](#)

We may also reverse a payment if you accept payment for products or services that are not immediately deliverable to the Customer (like concert tickets or pre-orders). If you would like to accept payment related to these types of products or services, you must contact us first.

Challenging a reversal

You may be able to challenge a reversal by providing evidence. If we need more information, we may ask for it and might share it with the payment partners we worked with to process the payment in question. However, we cannot guarantee that any challenge will be successful. We (or those third parties) may deny your challenge for any reason we (or they) deem appropriate. You cannot submit a new charge which duplicates a payment that is subject to a dispute.

If a payment is reversed, you cannot resubmit it.

Reconciliation and error notification

Information about all your payments will be in the Revolut App.

It's your responsibility to review your statements regularly to ensure they're accurate.

You agree to review your Merchant Account or Revolut Pro Account, and immediately notify us of any errors. We will investigate any reported errors, including any errors made by Revolut or a third party we use to provide the Service, and, when appropriate, attempt to rectify them by crediting or debiting the Payout Account identified in the Revolut App. You agree that we are not liable for and need not correct errors made by you.

We will work with you and our third party providers to correct a payment error in accordance with any applicable rules, regulations or laws. If you fail to communicate an error to us for our review without undue delay and, in any event, within 13 months of the date of the payment, you waive your right to make any claim against us or any third party we work with to deliver the Service for the error.

Depending on the nature of your business, you may need to enter into a direct contractual relationship with the card scheme or another third party to use the Services. For example, if you process at least USD\$1m worth of American Express, Mastercard or Visa transactions annually (this means in total, across all currencies), you may need to enter into a direct contractual relationship with a Payment Method Acquirer and us. If you need to enter into such a direct agreement, we'll let you know beforehand. If you don't enter into an agreement within a reasonable time, we can suspend or terminate your use of the Services or refuse to process payments in excess of USD\$1m (or equivalent) in American Express, Mastercard or Visa transactions annually.

9. What data protection obligations do you have?

The Data Processing Addendum set out in Schedule of these terms shall apply between the parties.

10. How can logos (and intellectual property) be used?

By agreeing to these terms, you agree to display our logos, marks, and other branding (**Revolut Marks**) at all relevant points where your Customers interact with your business, in accordance with our [Brand Guidelines](#). This includes, but is not limited to:

- displaying Revolut Marks on your website and app, including product, shopping cart, and general pages, alongside other accepted payment methods,
- featuring Revolut Marks on your checkout page alongside the Revolut Pay payment method,
- ensuring that Revolut Pay is given at least the same prominence, placement, and frequency as comparable payment methods on your website and app, and
- communicating incentives related to Revolut Pay, such as sign-up rewards or opportunities to earn and redeem RevPoints, throughout the checkout process and all stages of the payment flow, as applicable.

When using the Revolut Marks, you must follow our Brand Guidelines (which may be updated from time to time) and may not alter or hide the Revolut Marks without our prior permission. If we find that the Revolut Marks are not being used in accordance with our Brand Guidelines, we will notify you, and you must make the necessary corrections. If the issue is not resolved promptly, we may restrict or remove your ability to use Revolut Marks at any time and/or terminate some of the features

available to you. You may use Revolut Marks without additional written consent, as long as you follow our Brand Guidelines.

You may not use any Revolut Marks outside of those specified in our Brand Guidelines, nor any of Revolut's other intellectual property rights. This includes, but is not limited to, patents, rights to inventions, copyright and related rights, moral rights, business names and domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in API documentation, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets). Any use of these assets requires a separate licence agreement with us.

You must not, nor directly or indirectly assist any other person to use the Revolut Marks except as permitted under these terms, in a way that is misleading as to the ownership of the Revolut Marks or otherwise do or omit to do anything to diminish our rights in the Mark or impair any registration of the Revolut Marks.

You agree that we can publicly identify you as a Revolut customer in our marketing and/or promotional material in respect of the Service. If you do not want us to identify you as a customer, please contact us. Neither you nor we will imply any untrue sponsorship, endorsement, or affiliation between you and Revolut. Upon termination of the Service, both you and Revolut will remove any public references to our relationship from our respective websites or other publicly available materials.

You may only use the trademarks or service marks of third parties we work with to deliver the Service if you have the rights to do so. These terms do not grant you any rights to use such marks. In particular, you can only use the trademarks or service marks of card schemes in accordance with their respective rules.

11. Will this agreement change?

We may make changes for the following reasons by giving you two month's notice:

- to reflect changes to the legal or regulatory framework
- to service you better, for example, by improving products or simplifying this agreement
- to reflect the way our business is run, for example, because of a change in operations, technology, cost, or environment
- for any other reasonable and valid reason

We can also make changes that are favourable to you for any reason, such as adding new features. We can make these changes without prior notice.

If you don't agree with our changes, you may close your Business Account or Revolut Pro Account for free at any time before the changes come into effect. Otherwise, we'll assume that you're happy with the changes that we have made.

12. How does the Service end?

Once we have agreed to provide the Service to you, this agreement will apply unless you or we end the Service.

Account	How the Service ends
Business Account	<p>You can end the Service at any time by letting us know through the Revolut App.</p> <p>The Service will also end if you close your Business Account. You may not be able to close your Business Account if there are any outstanding obligations or potential outstanding obligations associated with the Service (for example, if there is a risk of chargebacks and disputes).</p> <p>We have the right to charge your Business Account for any claims which arise against you in respect of the Service even after you have ended the Service.</p>
Revolut Pro Account	You can end the Service by closing your Revolut Pro Account.

Before the Service ends, you must pay us any monies that you owe us for or through the Service.

If we want to end the Service:

We can end the Service to you at any time by giving you two months' notice.

We can end the Service to you at any time without giving you notice, if:

- you're no longer eligible for the Service for any reason, including that we now consider there to be fraud, anti-money laundering or credit risk or any other risk to be associated with providing the Service to you
- you're behaving fraudulently or criminally
- you haven't given us information we need
- information you have given us is inaccurate
- you've broken this agreement or another agreement with us or another company in the Revolut group
- you continuing to use your account could damage our reputation or goodwill or the reputation or goodwill of any third party we use to deliver the Service to you
- you have behaved in a disrespectful or abusive way with us
- you're insolvent
- we're requested to do so by a card scheme
- we're required to do so under law
- your chargeback ratio is higher than our risk appetite

If you or we end these terms:

- you must complete or refund all pending payments
- you must stop accepting new payments
- you must immediately remove all Revolut and payment network logos from your website (unless permitted under a separate licence with the payment network)
- all licences we've granted to you under these terms will automatically end
- you will still be liable to us for any financial obligations under these terms or incurred by you through your use of the Service

13. How to make a complaint

If you're unhappy with our service, we'll try to put things right. Please contact us through the Revolut App under the Help section, email us at formalcomplaints@revolut.com or fill out this [form](#). Our [complaints policy](#) has more information.

If you're not happy with our response, you may be able to refer your complaint to the [Financial Ombudsman Service](#).

The Financial Ombudsman Service

The Financial Ombudsman Service is not available to all types of customers. To check whether you are eligible, you can visit the Financial Ombudsman [website](#), email them at complaint.info@financial-ombudsman.org.uk, or call 0800 023 4567.

14. Representations and warranties

By accepting these terms, you represent and warrant that:

- you are eligible to register and use the Services and have the authority to execute and perform the obligations required by these terms
- you will comply with all applicable laws applicable to your business and use of the Service
- your employees, contractors and agents will at all times act consistently with these terms
- you will not use the Service for personal, family or household purposes, for peer-to-peer money transmission, or (except in the normal course of business) intercompany payments

We do not provide any warranties.

You confirm that no Revolut entity controls the products or services that you offer or sell or that your Customers purchase using the services. You understand that we cannot guarantee and we disclaim any knowledge that your Customers possess the authority to make, or will complete, any payment.

Revolut disclaims knowledge of, and does not guarantee:

- the accuracy, reliability, or correctness of any data provided through the Service;
- that the Service will meet your specific business needs or requirements;
- that the Service will be available at any particular time or location, or will function in an uninterrupted manner or be secure;
- that Revolut will correct any defects or errors in the Services, API, documentation, or data; or

- that the Service is free of viruses or other harmful code.

Use of data you access or download through the Service is done at your own risk — you are solely responsible for any damage to your property, loss of data, or any other loss that results from such access or download.

15. Liability

You are, at all times, responsible for the acts and omissions of your employees, contractors and agents, to the extent such persons are acting within the scope of their relationship with you.

You agree to indemnify, and keep indemnified, us, our affiliates, and their respective employees, agents, and service providers in full and on demand against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other professional costs and expenses) suffered or incurred as a result of or in connection with:

- your breach of these terms
- any chargebacks, fees, fines, disputes, refunds, reversals, or any other liability arising in connection with your misuse of the Service
- any breach of the requirements or failure by you to comply with the requirements of any third party we use to deliver the Service (including their rules), a legal or regulatory requirement
- negligent or wilful misconduct of your employees, contractors, or agents
- your publication of illegal content through the Service or claims that content you published infringes the intellectual property, privacy, or other proprietary rights of others
- contractual or other relationships between you and Customers

If you are using the Services as a sole trader, you will be personally responsible and liable for your obligations under these terms. You risk personal financial loss if you fail to pay any amounts owed.

16. Legal bits and pieces

Clause	Details
Recovering monies due to us	<p>If you owe us any money as a result of the Service, we have the right to recover that money from you.</p> <p>Where possible, we will attempt to collect monies owed to us and to any third parties we use to provide the Service to you from balances owed to you under the Service. Next, we will collect monies from funds that we hold in Reserve.</p> <p>At any time during the term of this agreement and your use of the Service, we may require you or a party related to your business, such as directors, parent companies or other nominated third parties, to provide a personal or company guarantee (Guarantee). We will agree the terms of the Guarantee with you. If you do not provide a Guarantee, we have the right to terminate the Service to you.</p>
Enforcement costs	<p>We can charge you with our reasonable costs of enforcing these terms. These costs can include costs in tracing you, collection agency costs and legal costs. These costs are due and payable immediately.</p>
Entire agreement	<p>These terms, together with the Group Framework terms, Business Terms and Business Fees Page or the Personal Terms, Personal Fees Page, Revolut Pro Account Terms and the Revolut Pro Fees Page and any terms and conditions incorporated by reference in these documents constitute the entire agreement between you and Revolut in relation to the Service. For the avoidance of doubt, FAQs do not form part of our agreement with you.</p>
Third parties (except third parties who help us in providing the Service) do not have rights	<p>Third parties who help us to provide the Service to you have the right to enforce these terms.</p> <p>Third parties do not otherwise have rights under these terms under the</p>

Clause	Details
	Contracts (Rights of Third Parties) Act 1999.
Disputes between us	<p>If a dispute arises between you and us out of or in connection with these terms, both parties must follow the dispute resolution procedure below:</p> <ul style="list-style-type: none"> • The party concerned with the dispute must give the other notice of the dispute, with details of the dispute and any supporting documentation (the Dispute Notice). The Dispute Notice will be considered served to Revolut when we acknowledge receipt. The Dispute Notice will be considered served to you on the date that we send it to you. • Both parties must attempt to resolve the dispute in good faith. • If the dispute is resolved within 15 working days of the service of the Dispute Notice, the parties must record the settlement within 5 working days. • If the dispute is not resolved within 15 working days of the Dispute Notice, either party may commence proceedings. <p>This dispute resolution process does not prevent either party from making any application for injunctive relief that it considers necessary to protect its position.</p> <p>The courts of England and Wales have jurisdiction over any disputes between us if this dispute resolution process does not resolve it.</p>
Limitation of liability	<p>The Revolut Group or any third party on which we rely to provide this Service to you, is not or will not be responsible or liable to you for any:</p> <ul style="list-style-type: none"> • indirect, punitive, incidental, special or consequential damages arising

Clause	Details
	<p>out of these terms</p> <ul style="list-style-type: none"> • lost profits or loss of business or loss of goodwill whether arising directly or indirectly • funds related to payments that have not been received by us for any reason whatsoever <p>The Revolut Group or any third party on which we rely to provide this Service to you is not responsible nor liable for the above even if such damages are foreseeable, and whether or not we had been advised of them.</p> <p>The Revolut Group or any third party on which we rely to provide this Service to you are not liable, and deny responsibility for, any damages, harm, or losses to you arising from or relating to hacking, tampering, or other unauthorised access or use of the Service, your Merchant or Pro Account, or Data, or your failure to use or implement anti-fraud measures, security controls, or any other data security measure other than to the extent such event arises directly from a breach of these terms by Revolut.</p> <p>The Revolut Group or any third party on which we rely to provide this Service to you do not owe liability to you or others caused by:</p> <ul style="list-style-type: none"> • your access or use of the Service inconsistent with our Documentation • any unauthorised access of servers, infrastructure, or data used in connection with the Service • interruptions to or cessation of the Service, whether as a result of failure in connectivity or otherwise • any issues with physical devices including any devices provided to you by the Revolut Group or any

Clause	Details
	<p>third party engaged by the Revolut Group to provide that device to you</p> <ul style="list-style-type: none"> • any bugs, viruses, or other harmful code that may be transmitted to or through the Service • any errors, inaccuracies, omissions, or losses in or to any data provided to us • third-party content provided by you • the defamatory, offensive, or illegal conduct of others <p>Subject to these terms, the aggregate liability of the Revolut Group or any third party on which we rely to provide this Service to you under or arising out of this agreement, whether arising in contract, tort, (including liability for negligence) statute or otherwise, to you shall be limited to the amount of fees paid by you to us during the three-month period immediately preceding the event which gave rise to your claim for damages.</p> <p>The limitations on our liability to you set out in this section will apply regardless of the legal theory on which your claim is based, including contract, tort (including negligence), strict liability, or any other theory or basis.</p>
Survival	<p>The following provisions of these terms will continue in force on or after the termination of the Service and shall remain in full force and effect:</p> <p>7. When will you receive the payments we process for you?</p> <p>8. When things might go wrong</p> <p>9. What data protection obligations do you have?</p> <p>10. How can logos (and intellectual property) be used?</p>
Novation to our affiliates	<p>You agree that we may, by giving you at least 60 days' written notice, novate our obligations under the Payment Processing Terms (in whole or in part)</p>

Clause	Details
	to any of our affiliates. You agree that if you continue to use the Service after any such novation, you will be deemed to have accepted it.

Schedule – Data Processing Addendum

In this Data Processing Addendum, the following terms shall have the meanings given to them below:

“Customer Personal Data” means personal data relating to Customers.

“Data Protection Laws” means any applicable law relating to the protection of personal data or privacy, including: (i) in the EU, the General Data Protection Regulation ((EU) 2016/679) (“GDPR”), Directive 2002/58/EC (the ePrivacy Directive) (as amended) and any applicable Member State laws or regulations implementing the same; and (ii) in the United Kingdom, the UK GDPR, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (EC Directive) 2003 (as amended); in each case, as amended, superseded or replaced from time to time.

“DPA” means this Data Processing Addendum.

“Data Subject Request” means a request by a data subject to exercise their rights under Data Protection Laws.

“Sub-Processor” means a third party processor appointed by us to process Customer Personal Data on your behalf.

“UK GDPR” has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018.

The terms **“controller”**, **“processor”**, **“data subject”**, **“personal data”**, **“personal data breach”** and **“process”** (including **“processing”**) shall have the meanings given to them under Data Protection Laws.

Any other terms used but not defined in this DPA will be interpreted in accordance with the above terms.

General

You acknowledge that we:

- will be required to process Customer Personal Data to perform our obligations under these terms; and
- may process Customer Personal Data for our own purposes if a Customer signs up to or uses our consumer-facing services (such as [Revolut Pay Checkout](#)) pursuant to our provision of the Services.

Each party shall comply with its obligations under Data Protection Laws in performing its obligations under these terms.

We may act as either an independent controller or processor when processing Customer Personal Data in the course of providing the Services. Where we act as an independent controller in the course of providing the Services, the provisions set out in the paragraph headed "Controller Terms" below shall apply. Where we act as a processor in the course of providing the Services, the provisions set out in the paragraph headed "Processor Terms" shall apply.

For the avoidance of doubt, we will always act as an independent controller when processing Customer Personal Data for the purpose of providing our services directly to Customers.

Customer Warranty

You warrant that you have all necessary rights and fair processing notices in place to enable the lawful transfer of personal data to us for the purposes set out in these terms.

Controller Terms

We will act as an independent controller where we process Customer Personal Data for the following purposes in the course of providing the Services:

- processing transactions made through Revolut Pay;
- complying with legal or regulatory obligations applicable to the financial sector to which we are subject, including applicable anti-money laundering screening, know-your-customer and sanctions obligations;
- monitoring, preventing and detecting fraudulent payment transactions; and

- producing aggregated and anonymous data to be used by us in connection with analysing, developing and improving our products and services, (collectively, the “**Agreed Purposes**”).

Where we process Customer Personal Data as an independent controller, we will:

- only process the Customer Personal Data for the Agreed Purposes;
- comply fully with our obligations under Data Protection Laws in respect of such processing; and
- implement appropriate technical and organisational measures to ensure an appropriate level of protection for the Customer Personal Data.

Processor Terms

Where we process Customer Personal Data as a processor on your behalf in the course of providing the Services, we will:

- process the Customer Personal Data only on your documented instructions (as set out in these terms), unless otherwise required to do so by applicable laws, in which case we shall promptly, and to the extent permitted by such applicable laws, inform you of that legal requirement before carrying out the processing;
- ensure that any persons authorised to process the Customer Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
- take all measures required by Data Protection Laws to ensure an appropriate level of protection for the Customer Personal Data, including (without limitation) implementing and maintaining appropriate administrative, physical, technical and organisational measures to protect Customer Personal Data against unauthorised or unlawful processing or accidental loss, destruction, damage or disclosure;
- insofar as technically possible, provide you with such assistance as you may reasonably require when responding to any Data Subject Requests. Where any such request is submitted directly to us, we shall promptly notify you of the same and refrain from taking any action without your prior consent;
- taking into account the nature of the processing and the information available, provide reasonable assistance to you to enable you to comply with your obligations pursuant to Data Protection Laws including, for the avoidance of doubt, in relation to the security of processing, personal data breach notifications, data protection impact assessments and prior consultations with data protection supervisory authorities;

- at your choice, either promptly return all the Customer Personal Data to you (and delete any remaining copies of such Customer Personal Data), or destroy and delete Customer Personal Data in accordance with your written instructions upon termination of these terms, unless we are required by applicable laws to retain any such Customer Personal Data;
- notify you without undue delay after becoming aware of any personal data breach affecting Customer Personal Data; and
- make available to you all information necessary to demonstrate compliance with the obligations laid down in Data Protection Laws and, subject to the remaining provisions in these Processor Terms, allow for and contribute to audits, including inspections, conducted by you or an independent auditor mandated by you.

Audits

In respect of the right to conduct audits set out in the Processor Terms above, you agree that:

- any third party auditor mandated by you to carry out an audit on your behalf shall be approved by us in advance;
- any audit shall take place during reasonable business hours at a time and date which has been agreed with us in advance;
- such right shall not be exercised more frequently than once per rolling twelve month period;
- any audits conducted will be at your sole cost and expense;
- you will minimise the disruption caused by any audits to the greatest extent possible.
-

Appointment of sub-processors

You give us your general authorisation to appoint third parties to process Customer Personal Data on your behalf (each being a "**Sub-Processor**") in connection with these Terms. We will notify you before appointing or changing any Sub-Processor, thereby giving you a reasonable opportunity to object to such appointment or change.

In respect of each Sub-Processor, we will:

- enter into a written agreement incorporating terms which are substantially similar to those set out in this Schedule; and

- remain fully liable for all acts or omissions of the Sub-Processor relating to the processing of Customer Personal Data.

Data processing information

The Appendix of this DPA sets out the subject matter, duration, nature and purpose of the processing and the personal data categories and data subject types which we will process on your behalf pursuant to this DPA.

International data transfers

You acknowledge that we may transfer Customer Personal Data to Sub-Processors located outside the United Kingdom and European Economic Area provided that any such transfer will be carried out in accordance with the requirements of Data Protection Laws.

Liability

For the avoidance of doubt, Revolut's liability to you under this Schedule shall be subject to the limitations and exclusions of liability set out in clause 16 ("**Legal bits and pieces**") of these Terms.

Appendix to the DPA – Data Processing Information

Subject matter, nature and purpose of the processing:

Provision of the Services pursuant to these terms. For the avoidance of doubt, this does not include processing of Customer Personal Data to facilitate processing Revolut Pay transactions. Revolut acts as a controller when carrying out such processing, as set out in the "Controller Terms" section of this DPA.

Duration of the processing:

The processing will last for the duration of these terms.

Types of Personal Data:

- Basic personal details (such as names and contact details)
- Payment details, including card details (such as card number, expiry date, CVV and billing address)

- Shipping details
- Bank account details (if applicable)
- Apple Pay details (if applicable)
- Transaction details (such as amount, date and currency of transaction)

Categories of Data Subjects:

Customers