

All devices sold until 27 April 2026 continue to be governed by the previous [Terms and Conditions](#), whereas all devices sold after 27 April 2026 are governed by these Terms.

## 1. Why is this information important?

These Terms and Conditions (**Terms**) form the agreement between you and **Revolut Ltd. (us/we)** for the sale of Revolut devices through which you can accept payments and any related accessories (the **Hardware**).

These terms concern only the sale of the Hardware to you. If you purchased the Hardware from an authorised retail partner, the retail partner's terms also apply to your purchase.

You first must enter into a Payment Processing Services Agreement (**Payment Processing Terms**) with Revolut Bank UAB or one of its branches (**Revolut Bank**), to accept payments from customers using the Hardware.

These Terms apply to merchants (whether they are a Revolut Business customer or a Revolut Pro customer) who use the Hardware to accept payments (**Merchants or you**). They do not apply to anyone who uses Hardware to make a payment to you (we will call them **Customers** in these Terms). The Hardware is sold exclusively to businesses, self-employed individuals, freelancers, and/or sole traders and must only be used for business purposes.

## 2. What is the Hardware?

The Hardware refers to physical devices and related accessories that allow you to accept payments from your customers in accordance with the Payment Processing Terms.

We will always show you the details of each Hardware, including the supported payment methods and the Revolut account type the Hardware is compatible with, before you purchase the Hardware. Some Hardware may only be available in certain jurisdictions. If the specific Hardware is not shown to you in the Revolut app, then it is not available to you.

Revolut Ltd. reserves the right to stop providing the Hardware to any or all of our eligible customers at any time. We will let you know ahead of time where possible to minimise disruption.

## 3. Ordering Hardware, and what terms and fees apply

Where you bought the Revolut Hardware	Fees and Terms
Hardware purchased through our authorised retail partners	<p>These Terms and the retail partner's terms apply to your purchase.</p> <p><b><i>When do the retail partner's terms apply?</i></b>  The Hardware is sold and delivered by the retail partner, not Revolut Ltd. Your right to cancel your order, return the Hardware and/or receive a refund is governed by the retail partner's terms. For questions or complaints related to the sale, delivery, or return of the Hardware, contact the retail partner.</p> <p><b><i>When do these Terms apply?</i></b>  The Terms apply in full to your use of the Hardware except for Sections 6 and 7, which relate to delivery, cancellation, and returns for purchases made directly from Revolut Ltd.</p>
Hardware purchased through Revolut Ltd.	<p>These Terms will apply to your purchase.  We'll show you the price and delivery fee in the Revolut App.</p>

### ***The cost of the Hardware***

Before you place an order for Hardware in the Dashboard or the Revolut App, we will show you the price and any delivery fee. If you are happy with the price and delivery fee, you can place an order, and we will either debit your account for the order or charge the card you choose to pay with, depending on the payment method you decide to use. You may be able to order Hardware even if you haven't yet onboarded to use the services under the Payment Processing Terms but we'll need to carry out some checks on your account before we can send you the Hardware. Even if you've already been approved to use the services under the Payment Processing Terms, we may need to carry out some checks on your account before we can send you the Hardware.

Revolut Bank may ask you for additional information when approving you to use the services under the Payment Processing Terms and when carrying out these checks - please make sure you respond to their requests as soon as you can. If the checks reveal that Revolut Bank is unable to provide you with these services or you fail to provide them with the information requested from you **within 7 days**, we will cancel

your order and refund you any amount you paid. If this happens, we will let you know by email.

#### 4. What are my obligations when I use the Hardware?

You must:

- only use the Hardware in relation to the business activity that you opened your Revolut Business or Revolut Pro account to manage;
- not sub-licence the Hardware or allow any third party to use or possess it; and
- only use the Hardware in your country of registration.

#### 5. What happens if something goes wrong?

If you're unhappy with our service or experience any issues with your Hardware, contact us as soon as possible using the Help section of the Revolut App, email us at [formalcomplaints@revolut.com](mailto:formalcomplaints@revolut.com) or fill out [this form](#).

You can also follow these steps if you have lost the Hardware, you believe it has been stolen or someone has interfered with it. Our [complaints policy](#) has more information.

#### 6. When we deliver your Hardware and when you own it

Ownership of the Hardware passes to you once we've received full payment. The risk of loss, theft, or damage passes to you when the Hardware is delivered to the address you provided. From that point on, you are responsible for looking after the Hardware. If your order is lost or damaged before it is delivered to you, please contact us through the Support function on the Revolut App.

If there is a delay with the delivery of your Hardware, we'll let you know. If your Hardware does not arrive within 14 days of the date it is shipped, you can cancel your order and we'll issue you a full refund.

#### 7. If you no longer want your Hardware

If you purchased the Hardware from us, you have a right to cancel and return the goods for a refund. If you purchased the Hardware from an authorised retail partner, please contact them for more information on your right to cancel or to return the Hardware.

You may cancel your order by letting us know through the Support function on the Revolut App. We'll show you how and where to return the Hardware.

If the Hardware is returned in a damaged or heavily used state because you handled the Hardware in a way that went beyond what we'd expect or what was necessary to inspect the function and characteristics of the Hardware, you may not receive a full refund or any refund at all.

### ***Within 14 days of delivery***

If you cancel within 14 days of receiving your Hardware, we'll refund your order (including delivery fees) within 14 days of receiving the Hardware back, or of receiving proof that you sent it back (whichever comes first). Certain Hardware that cannot be refurbished (e.g. paper rolls, damaged devices) cannot be returned.

### ***Within 30 days of delivery***

You may also return the Hardware for a refund within 30 days from the date you received it. We'll refund your order within 30 days of receiving the Hardware. We won't refund the delivery fees.

## **8. My Hardware is not working properly**

If your Hardware is not working properly, please contact Support on the Revolut app. If there are technical difficulties affecting your Hardware, we'll do our best to fix them, and we'll let you know once the issues have been resolved.

### ***Warranty***

If your Hardware is faulty, you may be eligible to make a claim under our limited one (1) year warranty for a replacement. This warranty covers the Hardware for manufacturing and hardware defects for a period of one year after delivery.

The warranty does not cover any:

- defects caused by your improper handling, storage or use of the Hardware;
- damage or deterioration in the state of the Hardware that is due to normal and fair wear and tear; and
- Hardware that has been repaired or opened by you or a third party.

### **The warranty provides cover to replace but not refund the Hardware**

To make a warranty claim, you will need to contact Support on the Revolut App and explain the issue with your Hardware. Once you've done this, we will assess your claim

and either accept or decline it based on the criteria above. You'll also need to send us the Hardware for assessment. We'll tell you where to send it.

If your claim is accepted, we'll send you a replacement Hardware free of charge.

Where possible, we may repair Hardware that is sent to us. This means that your replacement Hardware may not be new, but it will work properly. We'll let you know when the Hardware is due to arrive.

If your claim is rejected, we'll let you know as soon as we can. If we send you replacement Hardware based on proof that you returned the original, but the returned Hardware does not meet the warranty conditions, we reserve the right to charge your Revolut account for the cost of the replacement Hardware.

## 9. When we may stop your use of the Hardware

We may disable your Hardware or restrict you from making additional Hardware purchases if we suspect or become aware that you've breached these Terms, the Payment Processing Terms or other terms that apply to your use of your Revolut account. If your Revolut Business Account is terminated in order to comply with regulatory obligations, we may also disable your Hardware, and request its return back to us.

We may prevent you from ordering additional Hardware if we become aware that you have purchased Hardware from an unauthorised third party.

## 10. Data protection

We need to process your personal data in order to perform our obligations under these Terms. For example, if you purchased the Hardware from us, we may process your personal data before we ship your Hardware to you. We will also process your address so we can send Hardware to you, and your location (through location services) so we can connect to your Hardware. Please refer to our [Business Customer Privacy Notice](#) for Business customers and the [Customer Privacy Notice](#) for Pro customers.

Please note that Revolut Bank will also process personal data belonging to your customers when they make card payments which use your Hardware. Revolut Bank will process this data in accordance with their obligations under the Payment Processing Terms.

## 11. Our liability to you

To the extent allowed by law, we won't be liable for any direct or indirect loss or damage that you suffer as a result of something that is outside our control or circumstances that are unavoidable despite us taking reasonable care. For example, failures of a third party, legal or regulatory intervention or obligations and hardware or software issues.

We'll only be liable for foreseeable losses. If we break these terms, we will only be responsible for any loss that we could have foreseen at the time we entered into this agreement.

We will not be liable for any direct or indirect losses you suffer arising in relation to your Revolut Hardware, for example: loss of opportunity, loss of business or loss of profit.

### **eSIM Connectivity**

If your Hardware is equipped with an eSIM, the mobile data connectivity provided by the pre-installed eSIM is a free of charge ancillary feature that is dependent on the availability and quality of third-party mobile networks, over which we have no control. This connectivity service is provided on an "as is" and "as available" basis. We do not guarantee uninterrupted or error-free connectivity and are not responsible for any losses, including loss of revenue, you may suffer as a result of a poor or failed connection.

## 12. Is there anything else that I need to know?

<b>Subject</b>	<b>Clause</b>
<b>Company information</b>	Revolut Ltd is registered in England & Wales under the company number 08804411 at 30 South Colonnade, London, E14 5HX, United Kingdom.
<b>Governing law</b>	The laws of England and Wales apply to this agreement.
<b>Disputes</b>	The courts of England and Wales have jurisdiction over any disputes between us.
<b>Entire agreement</b>	These Terms constitute the entire agreement between you and Revolut Ltd. in relation to the Hardware. For the avoidance of doubt, FAQs do not form part of our agreement with you. The Payment Processing Terms are not a part of these Terms and your contractual relationship with Revolut

Subject	Clause
	Bank is separate to this arrangement for the selling of Hardware
<b>Our right to transfer</b>	We may transfer and/or assign our rights and/or obligations under this agreement if we reasonably believe that this won't have a significant effect on your rights under this agreement or if we're required to do so under law. You cannot do this.
<b>Our right to enforce these terms</b>	If you have broken any terms of this agreement and we don't exercise our rights immediately, we reserve the right to exercise our rights at a later date.
<b>These terms are severable</b>	If something in these terms is held to be unlawful, the rest of these terms will still apply.
<b>Third parties do not have rights</b>	Third parties do not have rights under these terms under the Contracts (Rights of Third Parties) Act 1999.