

## 1. Why is this information important?

These terms and conditions (the **Revolut Hardware Terms**), along with the [Group Framework Terms](#), the [Business Terms](#) or [Revolut Pro Terms](#), form the agreement between you and Revolut (**Revolut/us/we**) for the sale of Revolut devices through which you can accept payments, and any related accessories, together the Hardware.

The [Payment Processing Services Agreement](#) (the **Payment Processing Terms**) applies to the processing of any payments that you accept using the Hardware. You must sign up to the Payment Processing Terms to accept payments from customers using the Hardware.

The Hardware is sold exclusively to businesses, self-employed individuals, freelancers, and/or sole traders and must only be used for business purposes.

## 2. Which terms and conditions and fees apply?

| <b>Where you bought the Revolut Hardware</b>              | <b>Fees and Terms</b>   |
|---|---|
| Hardware purchased through our authorised retail partners | <p>These Revolut Hardware 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></p> <p>The Hardware is sold and delivered by the retail partner, not Revolut. Your right to cancel your order, return the device 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 the Revolut Hardware Terms apply?</i></b></p> <p>The Revolut Hardware Terms apply in full to your use of the Hardware except for Sections 6 and 7, which relate to</p> |

| Where you bought the Revolut Hardware | Fees and Terms  |
|---------------------------------------|---|
|                                       | delivery, cancellation and returns for purchases made directly from Revolut.  |
| Hardware purchased through Revolut    | <p>These Revolut Hardware Terms will apply to your purchase.</p> <p>We'll show you the price and delivery fee in the App.</p> |

Fees for using the Hardware (if applicable) are set out in the [Business Fees](#) Page for Revolut Business customers and the [Revolut Pro Fees Page](#) for Revolut Pro customers.

If you order Hardware before signing up to the Payment Processing Terms, we may need to carry out extra checks before we send your Hardware. We may ask you to provide additional information during this process. If you don't provide the requested information within 7 days, or our checks confirm that we cannot provide you with these services, we'll cancel your order and refund any payment you've made.

### 3. How do the Revolut Reader and Revolut Terminals work?

| Hardware                 | How it works  |
|--------------------------|---|
| <b>Revolut Reader</b>    | <p>The Revolut Reader is a compact card reader that connects to your phone. It works with the Revolut Business app (which we call the <b>Dashboard</b>) and with Revolut Pro, which can be accessed through the main Revolut app.</p> <p>The following types of payments are compatible with a Revolut Reader:</p> <ul style="list-style-type: none"> <li>• chip and pin card payments;</li> <li>• contactless card payments;</li> <li>• ApplePay, Google Pay and Samsung Pay.</li> </ul> |
| <b>Revolut Terminals</b> | <p>The Revolut Terminals are a standalone card reader that must connect to the internet to work.</p> <p>You will need to log into the Revolut Terminals with your Revolut Business</p>  |

| Hardware | How it works  |
|----------|---|
|          | <p>account details to operate it.</p> <p>The following types of payments are compatible with the Revolut Terminals:</p> <ul style="list-style-type: none"> <li>• chip and pin card payments;</li> <li>• swipe card payments;</li> <li>• contactless card payments</li> <li>• ApplePay and Google Pay;</li> <li>• Revolut Pay payments.</li> </ul> |

#### 4. What are my obligations when I use the Revolut Reader or Revolut Terminals?

You must:

- only use the Revolut Reader or Revolut Terminals for the business activity linked to your Revolut Business or Revolut Pro account,
- not sub-licence the Revolut Reader or Revolut Terminals or allow any third party to use or possess it,
- only use the Revolut Reader or Revolut Terminals to accept payments in the country your business or your Revolut Pro account is registered in,
- accept all supported card types without refusing certain cards or treating them differently,
- not charge customers extra fees based on the type of card they pay with - you may apply surcharges to commercial card payments, where permitted by law.

#### 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](#). This includes 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 device. 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).

### ***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 as it should, please contact Support on the Revolut App. If there's a technical issue affecting your Revolut Reader or Revolut Terminals, we'll do our best to fix it, and we'll let you know once it's been resolved.

### **Warranty**

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

The warranty does not cover any:

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

**The warranty provides cover to replace the Hardware - it does not mean you are entitled to a refund.**

To make a warranty claim, please 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 back to us. This means your replacement may not be brand new but 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 device does not meet the warranty conditions, we reserve the right to charge your Revolut Business or Revolut Pro account for the cost of the replacement Hardware.

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

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 Revolut Hardware 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. If you are a Revolut Pro customer, please refer to our [Customer Privacy Notice](#). For Revolut Business customers, please refer to our [Business Customer Privacy Notice](#).

We will also process personal data belonging to your customers when they make card payments which use your Hardware. We will process this data in accordance with our 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:** The mobile data connectivity provided by the pre-installed eSIM is an 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?

| Subject                          | Clause  |
|----------------------------------|---|
| Company information              | Revolut Ltd is registered in England & Wales under the company number 08804411 at 30 South Colonnade, London, E14 5HX, United Kingdom.  |
| Governing law                    | The laws of England and Wales apply to this agreement.  |
| Disputes                         | The courts of England and Wales have jurisdiction over any disputes between us.   |
| Entire agreement                 | These Revolut Hardware Terms, together with the Business Terms, Revolut Pro terms and any terms and conditions incorporated by reference in these documents constitute the entire agreement between you and Revolut in relation to the Hardware. For the avoidance of doubt, FAQs do not form part of our agreement with you. |
| Our right to transfer            | 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.  |
| Our right to enforce these terms | 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>Subject</b>                   | <b>Clause</b>  |
|----------------------------------|--|
| These terms are severable        | If something in these terms is held to be unlawful, the rest of these terms will still apply.              |
| Third parties do not have rights | Third parties do not have rights under these terms under the Contracts (Rights of Third Parties) Act 1999. |