

Shops Terms and Conditions

1. Why is this information important?

These Terms and Conditions (the “Terms”) govern the relationship between:

- you and
- us, Revolut Bank, S.A., Institución de Banca Múltiple (the “Bank” or “Revolut”).

These Terms apply whenever you use the Revolut app (the “App”) to access our Shops service (“Shops”) and should be read in conjunction with the RevPoints terms and conditions, available [here](#).

To use the Shops services, you must have an active, unrestricted Revolut Account with Revolut.

Any payments you make or receive in your Revolut Account when using the Shops services will be governed by the Terms and Conditions you have accepted for that account with the Bank. However, please note that Shops is an additional benefit associated with your Revolut Account.

2. What is the Tiendas benefit?

Tiendas provides access, through the App, to a wide range of offers (the “Offers”). These may include discounts and other Offers.

Offers are only available for purchases made at selected merchants (the “**Merchants**”) displayed in the Shops section of the App.

Each Offer has its own terms and conditions, available in the App, which set forth what the Offer consists of, the payment method you must use to redeem it, and any other requirements or steps you must take (the “**Offer** Terms”).

We may modify Offers and Offer Terms at any time prior to your acceptance of the Offer.

3. How can you redeem a Shops Offer?

You can redeem an Offer by making a purchase at one of the Retailers listed in the Shops section of the App, provided you comply with the Offer Terms and any other instructions provided in the App.

Please read the Offer Terms and the instructions in the App carefully and make sure to follow all the necessary steps to receive the Offer. Otherwise, you will not be able to receive it.

The purchase transaction must be completed (within the specified timeframes) for you to receive the Offer. In most cases, transactions are completed instantly. However, on certain occasions, they may take longer (for example, when a merchant charges your card at the time the order is shipped, rather than during the checkout process).

Unless the Offer Terms state otherwise, you may earn an Offer more than once. However, you must meet the Offer Terms and follow the relevant instructions for each transaction.

If you make a purchase from a Merchant that involves multiple individual transactions (for example, through a “Buy Now, Pay Later” service or a subscription), you will only receive the Offer for those transactions that individually meet the Offer Terms and applicable instructions. In most cases, this will apply only to the first transaction.

4. Which purchases qualify for an Offer?

Purchases that qualify for an Offer are those purchases of goods and services made in accordance with the applicable Offer Terms.

A genuine purchase of goods and services is one in which you have a genuine intention to consume those goods or services (for example, purchases similar to cash or those made with the intention of reselling the goods for cash are excluded) and you actually consume them (for example, returns, refunds, and resales are excluded).

Even if you have received an Offer, we may reverse it if we determine that:

- you did not make an eligible or genuine purchase;
- you made the purchase using a promotional code that was not provided by us;
- you breached these Terms or any other terms and conditions you have agreed to with us or any other company in the Revolut group;
- you misused our Shops services; or
- you have caused us or any other company in the Revolut Group a legal, regulatory, public relations, or reputational issue as a result of the provision of the Shops services

5. When will you receive the Offer?

Unless otherwise stated in the Offer Terms, any Shops Offer should be credited immediately. However, in some cases, it may take up to 7 days for an Offer to appear in your account.

If you haven't received the Offer after 7 days, please contact our Customer Support team via the App's chat feature.

6. Who are the Merchants?

All Merchants listed in the Shops section are independent merchants. Consequently, Revolut does not act as a "seller" and assumes no liability for the goods or services you choose to purchase as a result of an Offer. If you have any issues with the goods or services purchased, you must contact the Merchant directly.

Furthermore, we have no control over the content of Merchants' websites and assume no liability for such content.

7. Customer Support and Complaints

You can submit inquiries, complaints, or requests for clarification through the Revolut App.

8. Data Protection

By using the Shops service, you consent to us and our providers (such as affiliate networks, merchants, and/or affiliate network aggregators) placing cookies and other tracking technologies on your device, in order to verify whether you make a valid purchase at a Merchant, provided that you access the third-party site and accept its privacy notice in accordance with the provisions of the Federal Law on the Protection of Personal Data Held by Private Parties.

While providing their services, if you authorize them to do so, these Merchants will use cookies on your device (such as a user identifier without personally identifiable information, the item purchased, and the sale price).

We will also share limited information with the Merchants for the following purposes: (i) we will share anonymized transaction data regarding valid purchases so that they can verify that you made a valid purchase from them; and (ii) in some cases, to help them measure the effectiveness of their offers.

Your personal data is processed in accordance with the Federal Data Protection Act.

Personal data held by private individuals, in accordance with our Privacy Notice—available in the app and [here](#)—which describes the purposes of data processing, any transfers that may be made, and the means to exercise your rights of access, rectification, cancellation, and objection (ARCO rights), as well as to revoke your consent.

9. Some Legal Matters

1. We may modify these Terms. Unless the modification benefits you or results from compliance with a legal or regulatory obligation, we will notify you of any modification at least 30 (thirty) calendar days before it takes effect, through the App and via the contact information we have on file. If you do not agree with the modification, you may stop using the Tiendas service.

In the event that a Merchant ceases to participate in Tiendas—since its continued participation is not within our control—we will not notify you of the Merchant's withdrawal or the termination of the Offer.

2. Only you and we have rights and obligations under these Terms. You may not assign your rights or obligations under these Terms to any other person.

We may assign our rights or obligations—or yours—under these Terms to a third party.

3. We may suspend or restrict your use of the Tiendas services if, in our reasonable opinion, you are misusing them or if such use could have a negative effect on Revolut's reputation. We may do so on an individual basis or with respect to all services and/or products. Except in cases of risk, fraud, or when there is a legal or regulatory requirement mandating immediate action, we will notify you in advance of such suspension or restriction.
4. We may request information or documentation from you to verify that a purchase complies with these Terms or meets the requirements for a Tiendas Offer.
5. These Terms are entered into in Spanish, which is the only valid and applicable version. Any translation we may provide is for informational and reference purposes only.
6. These Terms are governed by and interpreted in accordance with Mexican law. Furthermore, the courts of Mexico City shall have jurisdiction, and the parties hereby waive any other jurisdiction that might apply to them based on their present or future places of residence.
7. If you breach these Terms and we do not immediately exercise our rights or are delayed in doing so, this shall not constitute a waiver of such rights nor shall it prevent us from exercising them at a later time. The same shall apply with respect to any other rights to which we are entitled under Mexican law.