

Globepay Return Policy

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At Globepay, we want you to be satisfied every time you order with us. Occasionally though, we know you may want to return items. You also have statutory rights to do so when the goods are not as described, not fit for purpose or not of satisfactory quality.

Globepay' Return policy aims to describe the steps which you must follow when you wish to return your terminals ("Globepay Products" or "Product") purchased from us or from our authorized promoters.

Globepay may, but is not obliged to, apply this return policy and/or proceed to a refund in case a Client wishes to return a product because the Client cannot use Globepay E-money or payment services for compliance, risk or security reasons.

I. Always contact us in case of Return

In case you have an issue with your Globepay Product, in any case in which you wish to return a Globepay Product, you must first contact us by email at support@globepay.co. You must describe the issue or request more information regarding the Product. We may suggest that you exchange your Product, which may be more suitable for you. We will do our best to provide you with the best solution as soon as possible.

II. Voluntary Return Policy:

1. You can return most Products purchased from us within 30 days from the date of purchase of the Products and if the following conditions are met:

- Products are complete and are in an unused and undamaged condition, and
- you provide or send us the original or a clean and true copy of the invoice or receipt for the purchase of the Products you intend to return, and
- Please note that you must return each item in the same condition in which you received it. This means that items must be returned new, unused and complete.

Please note that this return policy doesn't affect your statutory rights and therefore doesn't affect your right of cancellation if you qualify as a consumer and have bought a Product from us.

The following Products cannot be returned under the Voluntary Return Policy (unless defective):

- Terminals customized according to your specifications or clearly personalized
- A service, if the supplier has fully performed it;

2. Refunds:

In case the conditions for the Returns above are satisfied, you will get a full refund of the amount that you paid for the Product as stated on the invoice. Refunds will be transferred to your card used for payment or via a bank transfer to your bank account held in a reliable bank.

Note: Your refund request will be processed instantly. However, it may take 5-7 business days for it to appear on your bank statement. We may determine upon our discretion that a refund can be issued without a return. In this case we will notify you via e-mail.

If your refund doesn't appear in Your Account, and the processing time for your payment method has passed, please contact us for further assistance.

Please be note that it may take up to 2 weeks for us to receive the returned item and process your return depending on the carrier you have chosen.

3. Refund of shipment costs and return postage costs

We'll refund your shipment and/or return costs for returned Globepay Products in compliance with the above conditions and up to our standard delivery option cost, if:

- you received a wrong item, or
- you received a damaged item, or
- you received a defective item

III. Additional Warranty and Replacement:

1. **Additional Warranty.** Your Globepay Terminal has 1 (one) year warranty from the date of purchase of the Products, which covers Globepay terminal and the original accessories included in the package. This additional warranty means that within the period of the warranty we can replace your defected terminals or defected accessories free of charge. The warranty does not cover any cables, accessories, plugs, or power supply units.

We shall not be liable for any damages or defects to the terminal, caused by improper use or by accident, malicious damage, hazard, excess humidity, liquid ingress, electrical stress, or other environmental conditions not commonly found in a normal and safe working environment.

You must keep the warranty sticker on the terminal intact as a condition to exercise your right of replacement under the Additional Warranty. Any traces of tearing, splitting or other kind of ripping the sticker apart will deprive you of your right under the Additional Warranty.

2. Replacement: In case your terminal has a technical defect and is not functioning, you are entitled to return it, and have it replaced within the period of your warranty. To make the replacement you must follow these steps:

2.1. You must contact us at support@globepay.co prior to return and explain the assumed defect, so that we can try to rectify the defect remotely, thus saving your time and costs;

2.2. If we instruct you to return the defected Product, you must place the Product and all the original accessories and a paper documentation initially accompanying the defected terminal in the original box in which it was delivered;

2.3. Before you send the Product back, you must ensure that the Product is packed in a way suitable for transportation that will ensure protection from any mechanical damages or wear out during the transportation;

2.4. You have to provide or send us the original or a clean and true copy of the invoice or the receipt for the purchase of the Products;

2.5. You must always download, fill in and send us together with the returned device, the Return form available at the following link.

2.6. The defect must occur within the valid period of the warranty. We may, but we are not obliged to, replace defected terminals even when the defect has occurred after the warranty period has expired.

3. In case you return the Package with the defected terminal or accessories, we will do our best to replace it immediately and, in any case, no later than 14 days from the date of receipt by us. A repaired or replaced terminal will be warranted for the unexpired time of the initial Additional warranty.

3.1. We shall not replace your terminal or accessories and you shall not be entitled to any refund if it is determined that you have caused the defect of the returned Globepay terminal/accessories.

3.2. If we determine that the returned terminal or accessories do not have any defect and is/are functioning, we reserve our right to charge your Globepay account with a Handling fee amounting to £20.00 (twenty), plus all shipping costs if such incurred. You agree that the Handling fee may be debited from your Globepay account. The returned terminal will be kept by us if meanwhile you have received a new Globepay Package as a replacement from us. Otherwise it will be shipped back to you at your cost.

Please be advised that in case you have any outstanding due payments to us, we will complete the return procedure only after your obligation is paid.

IV. Where to return Products

When you return Products in any of the described cases above (right of withdrawal or defected Globepay) you must take into consideration the following:

You should return Products to the following location:

3027 Landmark, 40 Bank Street, London, E14 5NR, UK

You must always use secure Post Services. To ensure a faster response, please send us an email to support@globepay.co

V. Disposal

You are not allowed to dispose of the terminal, including its battery or other components together with the general household waste, but only in the special designated places for disposal of electronic devices.

If you decide to stop using a Terminal, we advise you to contact us with a request to deactivate your Terminal from your Globepay Account.

VI. Law and Jurisdiction

You agree to submit to the jurisdiction of the court in the City of London, the United Kingdom to resolve any dispute arising from the sale, purchase, return or refunds of Globepay Products. The applicable law regulating the relations between us under the present Return policy as well as regulating the disputes arising from the sale, purchase, return or refunds of Globepay Products will be the laws of England and Wales.