



REFUND POLICY

Business Credit s.r.o., company registration number: 28081226, with the registered office at Za Mototechnou 1619, Stodůlky, 155 00 Prague 5, hereinafter referred to as "BCPAY", guarantees to any its User his/her right for refund, in case if such User is not satisfied with the quality of the provided Services.

Furthermore, BCPAY declares that its User has the right to change his/her mind in case if the User's Account was already funded and to request his/her funds to be returned.

Every Refund and Return are treated by BCPAY with reasonable care and skill.

NOTE:

- This Refund Policy concerns exclusively Transaction fees and Users' funds.
- This Refund Policy does not cover any transactions between the Users, but BCPAY undertakes to make its best efforts to assist the Users in case of any disputes related to such transactions.
- Refunds and Returns in excess of the original amount are prohibited.

1. DEFINITIONS

Business Day means every day of the week on which commercial banks are open for business.

Chargeback means the return of the User's funds by his/her Issuing Bank due to the disputed and/or fraudulent transaction.

Eligibility Criteria means the set of requirements that must be met for Refund or Return.

Issuing Bank means the bank that has issued payment card to the User as Cardholder.

Refund means giving back the amount of Transaction fee paid by the User with regard to certain Transaction.

Refund original amount means the precise amount of Transaction fee deducted from the amount of certain User's Transaction.

Refund Form means the BCPAY's form to be completed by the User, who has requested the Refund.

Return means giving back the User's funds transferred to his/her Account.

Return original amount means the precise amount of the User's funds accumulated on his/her Account.

Return Form means the BCPAY's form to be completed by the User, who has requested for his/her funds to be returned.

Transaction Charges means any fee charged by a bank/financial institution upon processing a valid Refund or Return request.

All other terms and definitions in this Refund Policy are used in the same meaning as under the Terms of Use.

2. GENERAL CONDITIONS

The User who has paid for the BCPAY Services, i.e. paid a transaction fee, or has funded his/her Account may request a Refund or Return in accordance with the Eligibility Criteria as further set out herein.

Refund/Return will only be considered where the User complies with the Eligibility Criteria in full. Where the User fails to meet any of the Eligibility Criteria, BCPAY shall have the right, in its sole discretion, to decline the User's request for a Refund/Return.

PLEASE NOTE! Once BCPAY transfers the funds to the recipient's account, unfortunately there's nothing we can do to refund it. If the recipient's details are wrong, their bank will usually reject it and send the funds back to us. We'll get in touch with you if this happens to ask whether you'd like to update the details and send it again, or cancel the transfer and get a Refund.

If you've made a mistake in the amount you sent, or you don't want to send the transfer anymore, your recipient will need to contact their bank and ask them to reject the payment. This means the money will be sent back to BCPAY, and we'll refund it back to you.

Once a transfer has been sent to the recipient's account and is marked as complete, we can't cancel it. We recommend you get in touch with the recipient and ask them to return the funds to you, or, if the payment was to yourself, transfer it back.

Unfortunately, BCPAY can't get involved in disputes between senders and recipients, so we recommend you know and trust the person or business you're sending to before you make a transfer.

3. REFUND AND RETURN REQUESTS

In order to apply for a Refund/Return, the User must request and complete a Refund Form/Return Form and send the respective form to the BCPAY support address. You can obtain the Refund/Return Form under request sent to support@bcpay.me.

To prevent Prohibited Conduct, all payments and information related to Refund/Return may be verified by BCPAY. In such case, BCPAY may request the User to provide certain documents, including, but not limited to, identification documents, number of the User's payment card, receipt or/and any other prove of the fact that disputed payment was made. In case if the User fails to provide appropriate documents or information within three (3) days upon the BCPAY request or in case of any doubts as to authenticity of provided documents, BCPAY shall be entitled to decline the User's Refund/Return request.

BCPAY shall process the User's Refund Form/Return Form as soon as is reasonably practicable. Response times will vary depending on stated reasons for the request. In any case, BCPAY shall notify the User on the outcome of the request in accordance with the timescales set out herein.

Refund/Return request will only be approved or declined after meticulous verification made by BCPAY. Submission of Refund Form/Return Form does not guarantee that the User's request will be satisfied.

4. REFUND ELIGIBILITY CRITERIA

All requests for Refund will only be accepted where notice is received by BCPAY no later than twenty-four (24) hours after made Transaction.

Notice mentioned in para above should be provided to BCPAY by completing Refund Form.

Completed Refund Form should be sent to the BCPAY electronic address with 'Refund Request' in the subject line.

5. RETURN ELIGIBILITY CRITERIA

All requests for Refund should be provided to BCPAY by completing Return Form.

Completed Return Form should be sent to the BCPAY electronic address with 'Return Request' in the subject line.

6. REFUND AND RETURN PROCESSING

BCPAY provides the Refund/Return using the same means of payment as the User used to pay – (1) bank account or (2) VISA and MasterCard credit/debit cards.

If the card used in the transaction is no longer available (e.g., a prepaid card that no longer had funds available and was discarded, or the customer's card was replaced due to expiration), BCPAY provides the Refund/Return using other payment methods. Namely, BCPAY can contact the User to request information on bank account details and documents prove bank account details.

Charges are defined by a bank/financial institution that processes a valid Refund or Return request. Any charges, which arise upon processing Refund/Return, shall be borne solely by the User. Such charges will be deducted from the final amount of Refund/Return.

7. PROCESSING TIMELINE

Within fifteen (15) Business Days as of the date of Refund Form/Return Form receipt, BCPAY shall contact the User to request further information (if required) and the User shall provide such information as soon as reasonably practicable but in any case, no later than fourteen (14) days following such request.

BCPAY shall notify the User by e-mail on its final decision regarding Refund/Return:

- within fifteen (15) Business Days following the receipt of the last requested additional document or information;
- within twenty (20) Business Days following the receipt of Refund Form/Return Form if no further information or document is requested.

Refund/Return will be processed without undue delay, and in any event within fourteen (14) days beginning with the day on which the BCPAY agrees that the User is entitled to a Refund/Return.

The User will have no Refund/Return:

- When requested by BCPAY to do so, the User fails to provide BCPAY with information or/and document(s) within the terms set herein.
- If BCPAY suspects that the User has, or is, engaged in, or have in any way been involved in, fraudulent or illegal activity, including Prohibited Conduct.
- There is no ground for Refund/Return.

NOTE: BCPAY reserves the right to lock the User's funds while Refund/Return investigation is in process, which means that the funds could be inaccessible during such investigation.

8. CHARGEBACKS

BCPAY expects the User to contact it using BCPAY contact details to resolve any problem or issue related to his/her payments before the User makes any Chargeback request. This Section does not affect any rights and/or claims, which the User may have against the bank/financial institution.

BCPAY will investigate any Chargeback requests made by the User and in response will inform the User's Issuing Bank whether any Service or Transaction has been cancelled.

BCPAY reserves the right to suspend User's account and lock User's funds during the chargeback investigation procedure.

9. MISCELLANEOUS

This Refund Policy will be amended from time to time if there is any change in the legislation. Terms and conditions of the Refund Policy are subject to change by BCPAY and in the case of any amendments, BCPAY will make an appropriate announcement. The changes will apply after BCPAY has given notice.

In case if the User does not wish to accept the revised Refund and Return Policy, he/she should not continue to use BCPAY Services. If the User continues to use the Services after the date on which the change comes into effect, his/her use of the Services to be bound by the new Refund Policy and Return.