

Vinted Pay Limited Terms and Conditions

1. About you and us

Who we are. Hey there! We're Vinted Pay Limited. You can find us at 25 Worship Street, London, England, EC2A 2DX and registered in England and Wales with company number 16265098. In these Terms, **Vinted**, **we**, **us** and **our** refers to Vinted Pay, Limited.

What we do. We provide payment services and other services described in these Terms for your use on the Platform (altogether, our **Services**).

About you. You are one of our **Users** who:

- is a natural person,
- is a current user of the Platform
- uses our Services for your personal benefit only (except in circumstances where assistance is provided to someone who cannot act on their own behalf, or to someone with special assistance requirements), and
- Uses our Services not for any professional purposes.

About the Platform. You agreed to the [terms and conditions](#) of Vinted Platform Limited (**Vinted Marketplace** and their **Platform Terms**) to use their electronic marketplace, website and mobile application (the **Application**) where individuals and businesses can buy and sell items (the **Platform**). The Platform has a dedicated interface to allow Users to safely access and use their Vinted Wallet when buying or selling on the Platform or to purchase services from Vinted Marketplace. We also authorise Vinted Marketplace to provide these Terms to each User and support Users throughout their relationship with us. Just to clarify, Vinted Marketplace doesn't provide any regulated financial services to you – only we do. We and/or Vinted Marketplace will also work with authorised third party payment service providers (Payment Processors) to:

- process online payments for the purchase of items or optional services on Vinted Marketplace;
- perform currency exchange; or
- process payouts from your Vinted Wallet.

About the **Application**. The Application is a mobile application where you can among other things:

- Verify your identity with us;
- Receive and perform payments via methods accepted by us;
- View the balance of your Vinted Wallet (as described in more detail below);
- Change the PIN and access other security features;

- Enter the details of your external payment methods.

The Vinted Application is also accessible via a webpage.

Our supervising authorities. To provide our Services in accordance with applicable laws and regulations, we:

- hold an electronic money institution license (firm reference number 1037693) that was issued to us on 13 March 2026, and available to view on the Financial Conduct Authority's [register](#),
- are authorised and regulated by the Financial Conduct Authority (the financial regulator in the UK) under the Electronic Money Regulations 2011 you can learn more about the Financial Conduct Authority on their [website](#) and contact them by:
 - o post to their address: Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN;
 - o telephone at 0300 500 8082; or
 - o contact form - [Contact us | FCA](#).

2. About these Terms

What these Terms cover. These Vinted Pay Terms and Conditions (the **Terms**) are a legal agreement between you and us and govern your use of our Services. They explain the responsibilities and liabilities we have to each other, as well as how and when these Terms can be changed or terminated. Because we provide Services that are regulated by applicable laws, there are stricter requirements for Users (in comparison to what you agreed to in the Platform Terms) which are in place for your safety and to meet legal requirements. Please read the entire Terms and if you don't understand or don't agree with any part of them, contact us so we can clarify and try to resolve any concerns.

How to agree with them. After you make your first sale on the Platform, or request to open a Vinted Wallet before making your first sale, or there's another reason you need to open a Vinted Wallet, these Terms will be sent by email to your email address you registered on the Platform. After you read these Terms and can agree to them, you will accept them when you submit information to us to open a Vinted Wallet (as described in more detail below). These Terms come into force the moment you accept them and will continue unless you choose to close your Vinted Wallet.

If you don't agree. Do not continue with the process to open a Vinted Wallet until you can agree to follow all requirements and obligations set out in these Terms.

We may make changes. We may change these Terms, for various reasons including:

- if we think it will make the Terms easier to understand or more helpful to you;
- to reflect the way our business is run, particularly if the change is needed because of a change in the way the Vinted Platform or technology is provided;
- to reflect legal or regulatory requirements that apply to us;
- to address security or safety concerns;
- to reflect changes in industry standards or best practices to ensure our services remain

- fair, relevant and of high quality;
- to reflect changes in the cost of running our business; or
- because we are changing or introducing new services or products that affect these Terms.

When we make any change listed above, we will notify you through our Website and/or email two months before those changes take effect, except in situations explicitly described in these Terms below. If you don't agree with the new changes, you may close your Vinted Wallet before the changes come into effect. Otherwise, we'll assume that you agree with the upcoming changes.

We will not notify you in advance of changes to exchange rates. Changes in exchange rates will be implemented and calculated in a neutral manner.

We may not provide you two months' notice if we add a new product or service that doesn't change these Terms. In this circumstance, we may add the new product or service immediately and let you know before you use it.

In some cases, there will be changes that are required by legal or regulatory requirements for which we will not have enough time to give you two months' notice of. In those circumstances, we will give you as much notice as possible.

Download a copy. You can download a PDF version of these Terms (including expired and any new versions of them in the future) on our Website at any time, if you want a copy to refer to.

Other important information. Our **Fees Page**, which is a detailed list of all fees that may apply when you use our Services (our **Fees**), is incorporated into and forms part of these Terms. You can view the Fees Page [here](#). You should also read and familiarise yourself with our [Privacy Policy](#), which you can access anytime on our [website \(Website\)](#). You can also find other useful information on the Website.

What **bold** words mean. If you see a capitalised term in bold, that's a defined term and we've provided you with the definition of what it means.

3. How we'll communicate with each other

Usually through the Platform. We'll usually communicate with each other through the Platform, such as sending messages, notifications or requests (like requesting documents from you to be able to open a **Vinted Wallet**), but we may also communicate with you via other channels (such as to the email address you registered on the Platform). All consents and approvals you provide us through the Platform have the same legal validity as entering into a written agreement between you and us.

Language. These Terms will be made available in English, and all communications with you under these Terms will be in English.

Confirmed receipt. Notices that we send each other by email or through the Platform will all be considered received by the recipient on the next **Business Day**, which is from 9am to 5pm GMT on any working day (Monday through Friday), excluding public holidays and official non-working days in the United Kingdom.

If you need some help. If you have any questions or want some help with anything related to our Services, you can:

- always contact customer support through [Help Centre](#),
- complete our online inquiry form, or
- email us at legal@vintedpay.co.uk (however Help Centre offers the fastest support).

4. Overview of our Services

What we can do for you. We provide the following Services which are only available for your use within the Platform. More details and obligations for each service are described further below in these Terms:

- *Vinted Wallets.* We can open a **Vinted Wallet** for you, which is an electronic wallet you can access on the Platform to make Payments.
- *Payments.* We can process your **Payments**. This includes electronic money transfers, credit transfers, including electronic money redemption, and other payment services we provide under applicable laws and within the limits of our license. Please see clause 6 for further details on the functionality of our payments services. Payments can be made:
 - o to and/or from another Platform user for items sold on the Platform,
 - o to Vinted Marketplace and/or us for services, and
 - o to an **External Account**, which is a separate account, opened in your name, held in a credit, payment or electronic money institution established in the UK or in a European Economic Area country (meaning redemption of electronic money that you hold in a Vinted Wallet).
- *Currency exchange.* If you purchase items on the Platform which are in a different currency than yours, a currency exchange will be performed automatically as explained further below in these Terms.

Fees may apply. We may charge you Fees for certain Services we provide you – please read our [Fees Page](#) to see what Fees may apply. Any fees that Vinted Marketplace may charge you are excluded and separated from our Fees, though they will also be charged from your Vinted Wallet upon your Authorisation as described further in these Terms.

Information we provide to you in relation to our Services. You can receive the following information in relation to our Services free of charge:

- *Vinted Wallet details.* You can receive information about the balance and currency of the funds you hold with us. Such information will be available to you on the Platform anytime.
- *Payment details.* In relation to each Payment that we complete on your behalf we will provide you with information on the Payment date, amount and counterparty and what Fees you owe for it (if any), including a breakdown of those Fees where relevant. If you request, we can also let you know how long it might take us to complete a Payment.
- *Vinted Wallet Statement.* **Vinted Wallet Statement** is a detailed list of Payments we completed on your behalf and includes the Payment date, amount and counterparty and what Fees you paid for it (if any). All Vinted Wallet Statements are issued monthly and are available to view and obtain from the Platform.

You may request that any of the information and documents listed above, including these Terms, be provided in alternative formats where reasonably required to support accessibility needs.

5. How to get started

Overview. Before we can open a Vinted Wallet for you and provide you with our Services, you must:

- meet the requirements above to become a User,
- provide us with all information and documents we request and perform additional actions if we ask (and there must not be any issues with them that would require us not to provide you with our Services),
- familiarise yourself with [Privacy Policy](#), and
- agree to these Terms.

KYC Checks. We're required by anti-money laundering and counter-terrorist financing regulations to complete a "Know Your Customer" procedure (**KYC Check**) for all individuals seeking to open a Vinted Wallet, to verify your identity and suitability for a Vinted Wallet. You therefore must provide us with the following information (or we may obtain it from online registers) so we can complete a KYC Check before we open your Vinted Wallet:

- *What's required.* Your first name, surname, date of birth, address, nationality and PEP (i.e. are you a politically exposed person) status declaration.
- *What we might need.* We may ask you to complete our know-your-customer questionnaire, share your identity document, provide us with other necessary personal information or perform additional actions to confirm your identity.
- *If information doesn't match.* If we discover that any information or documents you gave us do not match information we received from other sources (such as your identity document or online registers), we will either notify you about this and correct the information you gave us, or ask you to explain the situation in detail.
- *What we may ask for later.* We may ask you to provide additional personal information or perform additional actions after we open your Vinted Wallet.

Information must be correct. You're responsible for all information you share with us, which must be accurate and up-to-date. Please be aware that it is illegal to provide us with incorrect information for your KYC Check. Please let us know immediately if any of the information you have given us changes or is no longer accurate. Information can be provided through customer support via the [Help Centre](#), or by email at legal@vintedpay.co.uk.

When you provide your External Account details, we may carry out checks to verify that the External Account information you provide is accurate and that the External Account is held in your name. This helps ensure that funds are sent securely to the intended External Account. Payouts can only be made to an External Account held in your name. If we are unable to verify the details, we may require you to correct the information before you can continue to use our Services and/or before a payout can be completed.

We reserve the right to close, terminate, suspend, or limit access to your Vinted Wallet and/or Services in the event we are unable to obtain or verify such information or documents or you do not comply with our requests.

We may confidentially verify the information you provide us with or obtain information on you ourselves or through third parties from secure databases. By entering into these Terms, you confirm that you consent to us or a third party on our behalf carrying out such verifications.

How we use your personal data. You authorise us to collect, use, store, share with necessary third parties or otherwise process your personal data that you share with us or that we collect from publicly available sources. We'll process your personal information in accordance with applicable data protection laws and our [Privacy Policy](#), which you should read for more information about who we may share your personal data with and how we'll process and protect it.

6. Opening and using your Vinted Wallet

Why a Vinted Wallet might be refused. We may refuse to open a Vinted Wallet for you for any of the reasons set out below, and might not explain the particular reason why we refused (for example, if applicable laws prohibit us from disclosing this to you):

- we determine that you are engaging in fraud or other criminal activity,
- we determine that your personal situation or account setup does not meet the conditions for using a Vinted Wallet as set out in these Terms,
- we determine that entering into these Terms with you may be harmful for us, Vinted Marketplace or our Services, software, systems or hardware,
- you abuse our or Vinted Marketplace's products, services or customer support,
- you refuse to provide information, documents, or perform additional actions asked by us, or what you did provide doesn't comply with the requirements described in these Terms or under applicable laws and/or we have reason to believe that it is incorrect or not true,
- applicable laws, regulations, court order or supervisory authorities require this, or
- we reasonably determine there's another significant reason not to.

If you believe this decision is incorrect or have additional information that may influence eligibility for a Vinted Wallet, please contact us for a review.

We may also refuse to maintain a Vinted Wallet for you. We may block an already opened Vinted Wallet for any of the reasons above. If we do stop your access in such instances, we will inform you via the Application or other means by stating the relevant reasons for blocking access to your Vinted Wallet, as far as possible before doing so, but at the latest immediately afterwards and direct you to our Help Centre. We will only inform you provided that this notification would not constitute a breach of legal obligations. Please consult the [Help Centre](#) in case of any unexpected issues with accessibility of your Vinted Wallet. We will lift the blocking and re-activate your Vinted Wallet, if the reasons for blocking are no longer applicable. We will immediately inform you about

this. We reserve the right to request additional information and documents from you, if any, for the purpose of ascertaining the absence or disappearance of the reasons for blocking.

Accessing your Vinted Wallet. You must provide us with your consent to perform the Services (your **Authorisation**) in order to access your Vinted Wallet and enable us to complete Payments. Usually, you give us Authorisation when you access the Platform on your device, but we may ask you to perform a stronger Authorisation procedure from time to time.

Protecting security credentials. You will be provided with security credentials (like a password) to complete the Authorisation procedure. You must protect and not disclose these security credentials to anyone else. You must also protect your device that you use to access the Platform. Tell us immediately if you lose your security credentials or think someone else may have access to them by going to the [Help Centre](#) or by other means of communication described in these Terms. We'll then immediately block access to the Vinted Wallet until your security credentials have been changed.

Adding funds. Funds will be added to your Vinted Wallet when your sale of item(s) on the Platform has completed, or in other certain situations (e.g., if funds are returned to you). We will notify you once the sale has completed or we expect funds to be returned to you, and the funds will be added to your Vinted Wallet. Whenever funds are added to your Vinted Wallet, we issue an equivalent amount of electronic money to you. You will not be able to fund your Vinted Wallet from any external funding source, including your own bank account.

Safeguarding. Please note that funds stored in your Vinted Wallet are not covered under the Financial Services Compensation Scheme (FSCS) and are instead held in safeguarding accounts of United Kingdom credit institutions. To keep your funds safe, we use a process called Safeguarding. This means the money in your Vinted Wallet is kept in a dedicated account, completely separate from the funds we use to run our business. In the unlikely event that we stop trading, your money is protected. Because it's kept in those separate, safeguarded accounts, it cannot be used to pay our debts. Therefore, should Vinted become insolvent, funds will be returned to you minus the fees given to any insolvency practitioners.

No interest. All funds stored in your Vinted Wallet are electronic money, and we will not pay you any interest on it.

No spending caps. It's not possible to agree on spending limits for your Vinted Wallet, which means you aren't able to set a maximum amount you can spend during a certain timeframe (such as a £100 per month limit). If you are concerned about your spending, you are able to close your Vinted Wallet and redeem the funds at any time.

Storing funds. You can keep funds in your Vinted Wallet indefinitely until you purchase an item on the Platform or withdraw funds to your External Account (redeem your electronic money), unless you or we decide to close the Vinted Wallet.

Holding funds whilst the sale completes. When you sell an item on the Platform, we will not instantly release funds to your Vinted Wallet. Instead, those incoming funds are moved into a separate account that we safely control. The funds are held in safely by us until the transaction is marked as "Completed" on the Platform, after which those funds are released to your Vinted Wallet

and will be accessible to you. We'll return funds we are holding to a buyer if the seller doesn't send the item that was purchased by a buyer using funds from their Vinted Wallet, or if Vinted Marketplace instructs us to for other reasons described in the Platform Terms (for example, if the item sent to the buyer doesn't match its description on the Platform).

Transferring funds. You can:

- receive funds from other Platform users when you sell items on the Platform or if funds are returned to you for any reason. You will only receive the total price of the items you sold – all additional fees will be transferred to Vinted Marketplace; and/or
- send funds to the following recipients and give us Authorisation for these Payments as described below:

Who?	Why?	How do you give Authorisation?
Other Platform users.	To buy items on the Platform.	When you click the "Pay" button on the Platform displaying the details of your Payment, which is also your consent for us to transfer those funds from your Vinted Wallet to the relevant Platform user. You also authorise us to transfer part of your Payment to the seller (the price of the item), and another part to Vinted Marketplace (their fees).
Vinted Marketplace.	To pay for services they provided you.	When you click the "Pay" button on the Platform displaying the details of your Payment, which also gives us consent to transfer those funds from your Vinted Wallet to Vinted Marketplace.
Yourself.	To transfer funds from your Vinted Wallet to your External Account.	You first need to provide the Platform with your External Account number (your account number and sort code and/or IBAN) and ensure that your account details are indicated correctly (as the recipient). Then, you give Authorisation when you click the "Withdraw to bank account" button on the Platform, which also gives us consent to transfer those funds from your Vinted Wallet to your External Account (to redeem your electronic money) in the United Kingdom or a European Economic Area country.

You acknowledge that balances and available funds reported on the application are only approximate real time balances rather than the settled balances in your Vinted Wallet. This means that the balance displayed may change before it is finally settled and available for use.

7. Making Payments for you

Submitting a Payment Order. When you instruct and give us your Authorisation to process a Payment on your behalf, this is a **Payment Order**. We will consider it received and non-revocable from the moment of Authorisation.

Completion times. Unless your Payment Order is suspended for reasons explained in these Terms or because of applicable law, your Payment Order will be completed based on the following timeframes:

Payment Order	When we'll process it	When it's considered complete
You send funds to a Platform user to buy an item from them on the Platform.	On the same day if we receive it before 12:00pm on a Business Day, or the next Business Day if we receive it after 12:00pm.	When we receive the funds on the seller's behalf and put them in the account we control until the sale completes.
You send funds to your External Account in the United Kingdom.	On the same day if we receive it before 12:00pm on a Business Day, or the next Business Day if we receive it after 12:00pm.	When the payment service provider for the External Account receives the funds in full.
You send funds in GBP to your External Account in a country other than the United Kingdom.	By the end of the next Business Day.	When the payment service provider for the External Account receives the funds in full.
You receive funds from a Platform user by selling them an item or as otherwise described in the Platform Terms.	On the same day if we receive it before 12:00pm on a Business Day, or the next Business Day if we receive it after 12:00pm.	When we receive the funds on your behalf and put them in the account we control until the sale completes.

Delayed or uncompleted Payment Orders. We may delay or refuse to complete a Payment Order for certain reasons and will immediately notify you about this on the Platform (including the reason why and how it could be resolved), unless it's not technically possible or we're prohibited from notifying you by law (in which case we will notify you of the reason as soon as we're able or allowed to do so). If we can't complete a Payment Order, we'll consider it not received. Some reasons for this may be:

- the Payment Order is linked to a person who is subject to national or international financial sanctions imposed by the European Commission, United Nations, U.S. Department of the Treasury (OFAC) or government of the United Kingdom (OFSI),
- you never gave us documents within a specified period of time we requested in relation to your operations with your Vinted Wallet,

- you never gave us additional documents or information that we requested for KYC Checks,
- we have reasonable doubts about the legitimacy of the Payment Order or documents you submitted and suspect potentially fraudulent activities,
- we have reasonable grounds to suspect fraudulent or unauthorised use of your Vinted Wallet,
- we become aware of, or you notify us of security breaches associated with your Vinted Wallet,
- the information provided in the Payment Order is incorrect or insufficient,
- there are not enough funds in your Vinted Wallet to complete the Payment Order, or
- we are prevented from doing so by applicable laws or because of a reason beyond our control.

8. Errors with your Vinted Wallet or a Payment

If we become aware of any suspected fraud or security threats. We will notify you in the case of suspected or actual fraud or security threats, via the Vinted Platform or the email address we have in relation to your account.

Mistaken funds. You must notify us immediately via the Help Centre if you see that funds have been mistakenly credited to your Vinted Wallet. You have no right to use funds that do not belong to you and agree in advance that we can deduct the mistaken funds from your Vinted Wallet without your separate initiation of any Payment. If there aren't enough funds in your Vinted Wallet for us to do this, you must repay us based on our instructions those mistaken funds within 7 Business Days of receiving our request to do so.

Errors with your Vinted Wallet. If we issue you with funds due to a technical error, you must notify us via the Help Centre as soon as possible, and you agree that we have the right to correct the error by debiting those funds from your Vinted Wallet without obtaining your additional consent. We will explain the reasons for debiting funds from your Vinted Wallet if you request.

Fraudulent activity. If we issue you with funds and later find evidence that you received those funds fraudulently or otherwise criminally, you agree that we have the right to correct the error by debiting those funds from your Vinted Wallet without obtaining your additional consent. If you become aware of any fraudulent activity in relation to your Vinted Wallet, you must notify us via the [Help Centre](#) as soon as possible.

Payment errors or unauthorised transactions. If you see that a Payment was made which you didn't Authorise or find any other errors on a Vinted Wallet Statement, you must notify us via the [Help Centre](#) within 13 months of the Payment – failing to notify us within that timeframe means you won't be able to rely on your legal right to dispute or reclaim the funds. However, this 13-month timeframe doesn't apply if the Vinted Wallet Statement that contained the fraudulent or defective Payment was never displayed in your Platform account or made available to you in any other way.

How we'll resolve Payment errors and unauthorised transactions. After receiving your notice, we'll investigate the Payment and may ask you for additional information to determine whether it was Authorised, accurately recorded, entered in the accounts or affected by a technical or other issue

when we processed the Payment. We'll refund you for verified defective Payments immediately or by the end of the next Business Day. We won't refund you for a Payment if you acted fraudulently or failed to protect your device or security credentials, or failed to notify us within 13 months of the loss or misappropriation of your device or security credentials (either intentionally or carelessly).

Other rare situations – scams and deception.

Your Vinted Wallet is only used to pay for and receive money from transactions on the Vinted marketplace (for example, paying for an item on the Platform and receiving sale proceeds). It is not a bank account and does not provide a general UK payment service for sending money to third parties (for example, by Faster Payments or CHAPS).

Because of this limited functionality, payments made using your Vinted Wallet are not covered by the UK's mandatory Authorised Push Payment (APP) scam reimbursement rules (the "APP Reimbursement Rules").

If you believe you have been tricked or deceived into authorising a payment in connection with a Vinted marketplace transaction (for example, paying for an item that turns out to be part of a scam), you must contact us as soon as possible and within 2 days via the Help Centre and provide detailed information (including transaction dates, amounts, item/order details, usernames/recipient details, and relevant correspondence).

We will investigate and, where we consider it appropriate, we may provide a full or partial refund in accordance with these Terms, our buyer protection processes, and any applicable law. Any refund in these circumstances is discretionary unless we are legally required to refund you.

We will usually update you within 5 working days after the day you report the issue, but this may take longer in exceptional circumstances. You agree to cooperate with any reasonable requests from us, (and where relevant, law enforcement) relating to our investigation.

We may decide not to refund you (or may reduce any refund) if, for example:

- You ignored warnings we provided during the transaction or did not take reasonable steps to avoid being scammed;
- The loss was caused by your intentional, fraudulent, or grossly negligent behaviour;
- You do not provide information we reasonably request;
- You report the issue more than 13 months after the payment was made; or
- The issue relates to activity outside the Vinted marketplace transaction flow (for example, you moved the conversation off-platform or made/received payments outside Vinted).

If a transaction cannot be completed because a user is subject to financial sanctions or for other compliance reasons, we may reverse the transaction and/or refund amounts to the payer where appropriate.

9. Other Services

Currency exchange. If you buy an item on the Platform which is sold in a different currency to the funds stored in your Vinted Wallet, we or the Platform's other payment service providers will

perform a currency exchange. Fees may apply for this currency exchange service, which you can find out more about [here](#). Our Fees Page explains how we determine the currency exchange rate. We may change the applicable currency exchange rate without notifying you first to ensure it's always current.

New products or services. If we provide a new product or service in the future which doesn't change your current relationship with us, we'll notify you that the new product or service is available if you would like to use it.

Promotional programmes. We may create promotional programmes for Users in the future to encourage the use of our Services. Any future programmes will be regulated by separate terms and conditions or programme rules.

10. What you and we are responsible for

Events beyond control. Neither of us will have any liability to the other if an event happens which is beyond your or our control and causes one of us to fail to comply with these Terms. If this type of event happens, the affected party must notify the other about the event within 10 days of becoming aware of it.

Notifying each other of changes. We must notify each other immediately if something happens that could materially impact your or our ability to comply with the obligations and responsibilities under these Terms. This includes obligations to notify each other about changes in information shared under these Terms and, if we request, you must provide documents to support changes to your personal information (even if it's available in public records) and perform any actions needed.

What you are responsible for. You must always ensure that you take all reasonable steps to:

- ensure that your device and your device PIN is kept safe and secure;
- ensure that access to the application is kept safe and secure,
- closing the Application if not using it,
- keeping the device you use to gain access to the Vinted Application safe and secure and locked with a secure password or other security mechanism;
- not writing down or telling anyone your device PIN;
- changing your device PIN regularly;
- if you receive any SMSs or emails, questionnaires, surveys, or other links that require you to provide your device PIN, not providing your information and contacting our customer services team via Help Centre;
- ensuring that the device and e-mail account(s) you use to communicate with us are secure and only accessed by you, as the device and e-mail address may be used to reset your device PIN or to send information relating to the security of the Vinted application;
- if at any time you think that your device PIN has been lost, stolen or any other person knows your device PIN or anyone has access to your e-mail account or device you use to communicate with us, informing customer services immediately via Help Centre.

What we're not responsible for. When we process a Payment Order, we aren't responsible or liable to you for:

- losses that result from our delay or refusal to complete a Payment Order for any of the reasons described above if it's to protect the legitimate interests of you, us or other people,
- losses that result from you acting fraudulently,
- you intentionally or with gross negligence failed to protect your security credentials in accordance with clause 6,
- mistakes with a Payment Order which are made by the payee's agent or external payment service provider, or if the payee receives less money than set out in a Payment Order due to reasons outside of our control,
- Payment Orders that aren't (or are only partially) completed because we followed applicable legal requirements, or
- indirect losses you incur because of issues with a Payment Order (including a failure or delay in completing it).

In the event of an incorrect execution of a Payment Order, we will initiate measures for corrective action to the extent possible if the Payment Order contains all the information necessary to take corrective actions in relation to the relevant incorrect execution, particularly in cases where we have transferred an amount that is different from the amount specified in the Payment Order.

11. Handling your complaints

If you have a complaint. We hope you enjoy using our Services but if you have any concerns, please contact [customer support team](#) or use our complaint form so we can understand and try to resolve the issue. Please be aware our customer support team may direct you to our complaint form to complete. We'll send a response to your complaint in English via the Platform or to your email within 15 Business Days of receiving it. If we're unable to resolve it within that timeframe, we'll explain why and provide you with a final response letter within 35 Business Days of when we first received your complaint. Please note that these timeframes do not apply to ordinary queries you make to the Help Centre. For more detailed instructions about how to make a complaint, please check the information on the website.

Out of court dispute resolution. Should you be dissatisfied with Vinted Pay Limited's final response, you have the right to refer their complaint to the Financial Ombudsman Service (FOS). The final response letter will detail the FOS's telephone number, address, the FOS consumer leaflet and will have six (6) months to log the complaint with the FOS. Complaints can be submitted to the FOS by following: [How to complain – Financial Ombudsman service](#) or by contacting the FOS directly at:

- Address: Exchange Tower, London E14 9SR
- Telephone: 0300 123 9123 (if you are calling within the UK) or +44 20 7964 1000 (if you are abroad)
- Email: complaint.info@financial-ombudsman.org.uk

Other ways to get help. For complaints related to personal data and/or breaches of the data protection laws and regulations, our final response letter will reiterate your right to refer to the Information Commissioner's Office (ICO) and will note its contact details such as telephone number

and address.

12. If it's goodbye

How to close your Vinted Wallet. You can close your Vinted Wallet by notifying us on the Platform 30 days in advance at any time, however your Vinted Wallet cannot be closed at your request if there are any restrictions on it.

If we decide to close your Vinted Wallet. We can end these Terms and close your Vinted Wallet by giving you notice 3 months in advance (unless applicable laws allow us to close your Vinted Wallet earlier) if:

- you breach your obligations under these Terms,
- you breach your obligations under the Platform Terms and are therefore no longer able to use the Platform,
- it becomes evident that you provided us with incorrect or misleading information, engaged in unlawful or harmful activities or did something which has or could damage our reputation, or
- we reasonably determine another significant reason to no longer provide you with our Services.

Funds must be moved. If there are still funds in your Vinted Wallet within 30 days of your notice to us or 2 months from our notice to you:

- you must withdraw those funds (this is called "redemption" and is described below), or
- you authorise us to automatically transfer those funds to your External Account, or
- if you don't withdraw the funds or we're unable to transfer them to your External Account for a legitimate reason, your Vinted Wallet may remain open and these Terms may continue.

If you close your Vinted Wallet or we decide to close your Vinted Wallet, you can request to withdraw the monetary value of any electronic money held in your Vinted Wallet – this is called "redemption". When you redeem the monetary value of any electronic money, we will transfer those funds to your External Account.

We may refuse your request to redeem if the request comes more than six years after the date of termination of this agreement, and any electronic money we hold on your behalf after this time shall cease to be held by us on your behalf and shall instead belong to us.

Closing because of inactivity. If you haven't used your Vinted Wallet for 24 months, we'll notify you and may attempt to return your funds to your External Account, subject to reasonable checks. If those checks aren't complete or don't pass, no payment will be made and we'll ask you to update your details. If there is still no activity, your Vinted Wallet will be closed after 36 months of inactivity, but any remaining funds will remain available for you to reclaim for at least six years after closure.

Once these Terms end. When these Terms end:

- we both must continue to comply with any obligations in these Terms that are meant to survive its termination,
- we will still have the right to deduct any Fees owed to us, and
- you will not be able to access your Vinted Wallet – if you need help, please contact [customer support](#).

13. The final bits you need to know

Service interruptions. To provide our Services in the best possible way, we may need to improve our or the Platform's systems and fix issues, which might cause temporary interruptions with our Services. We will try to let you know in advance but in urgent situations, we may need to take action without notifying you in advance.

Our intellectual property. We, our affiliates and/or our licensors own all intellectual property rights in and to our copyrights, trademarks, designs, patents, service marks, trade names, software code, scripts, icons, logos and any other graphical elements related to our Services. You are not allowed to reproduce, copy, modify, adapt or use this intellectual property for any purpose which is not expressly described in these Terms or the Platform Terms without our written consent.

Enforcement flexibility. If we delay enforcing our rights under these Terms, we can still enforce those rights in the future. If we don't immediately require you to fulfil your obligations or take action against your breach of these Terms, this doesn't mean you are no longer obligated and doesn't prevent us from taking action later.

Assignment. We can transfer our rights and obligations under these Terms to another organisation, but we'll let you know 30 days in advance. If you disagree, you can end these Terms by closing your Vinted Wallet. You aren't allowed to transfer your rights and obligations under these Terms to another person.

No partnership. These Terms don't create a partnership or agency relationship between you and us. Neither of us have any right to enter into an agreement on behalf of the other or legally bind the other in any way.

Severability. If a court or relevant authority decides that any section of these Terms is unenforceable, the remaining sections will remain in full force and effect.

Electronic records. Electronic records and documents created by us shall be considered as accepted evidence and shall be sufficient evidence of notifications and instructions by you, and of the fact that the transactions referred to in such electronic records and documents were carried out in accordance with your instructions. Electronic records or other records effected by us on the basis of original documents shall have the same value in evidence as an original written document. All records are subject to UK data protection obligations.

Our right to set-off. We may deduct from your Vinted Wallet balance any amounts that are due and payable by you to us under these Terms. We will notify you before making such a deduction unless we are prevented from doing so by law. This does not affect any rights you have under applicable

law.

Governing law. These Terms are governed by the laws of England and Wales. Any dispute between you and us that's connected to these Terms and is not settled by one of the dispute resolution methods described above will be handled by the exclusive jurisdiction of the courts of England and Wales. If you live in Scotland or Northern Ireland, you can bring a claim in the courts that are local to you.

Vinted Pay Limited is an electronic money institution (EMI) authorised and regulated by the Financial Conduct Authority (firm reference number 1037693).

Registered address: 25 Worship Street, London, England, EC2A 2DX.

Registered in England and Wales with company number: 16265098.