myPOS Platinum and myPOS Metal

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What are myPOS Platinum and myPOS Metal Cards?

myPOS Platinum and myPOS Metal offer their cardholders the following benefits:

myPOS PLATINUM

- Higher spending limits
- 2 free ATM withdrawals[1] per month
- 10% cashback for every purchase in the myPOS Online Shop and every myPOS Store[2] across Europe
- 0.1 % cashback[3] on all card purchases
- Lounge Key Pass[4]
- Free Express Delivery
- Platinum Card in two exclusive designs
- Free reissuing[5]

myPOS METAL

- Higher spending limits
- 3 free ATM withdrawals[1] per month
- 15% cashback for every purchase in the myPOS Online Shop and every myPOS Store[2] across Europe
- 0.1 % cashback[3] on all card purchases
- Lounge Key Pass[4]
- Free Express Delivery
- Free reissuing[5]
- Priority Customer Support

Cashback program

Our mission is to help your business grow and what a better way to do that, but by having a cashback program.

You will benefit from 15% cashback, for Metal cardholders, and 10% cashback, for Platinum cardholders, when you pay with your card at our myPOS Online Shop at, https://shop.mypos.eu/en/ or in any of our myPOS Stores across Europe.

In addition, purchases made with the Platinum and/or Metal cards are eligible for 0.1% cashback on the amount of any other transaction. This means that 0.1% of your purchases will be credited back to your account once a year, in December.

Not all card transactions are eligible for cashback, please refer to the “Non-eligible cashback transactions” section below for more information.

In case your myPOS account is terminated you will lose your right of the cashback accrued

We will also be entitled to set-off any cashback due to you with any of your outstanding obligations to us.

NON-ELIGIBLE CASHBACK TRANSACTIONS

There are certain cases where cashback transactions are non-eligible for the program:

- If you make a payment to another payment card/instrument such as credit card, load an e-wallet, bank, cryptocurrency or gambling account and/or similar service or carry out any similar payment transaction which is not linked to a specific good or service
- Transactions associated with breaking any law or regulation
- Transactions that you have chargebacked, refunded or successfully reversed for any reason, including but not limited to reasons of lack of authorization, fraud and other similar.

IMPORTANT:

In some cases, the cashback might be deducted or withheld. Such cases are:

- Your payment was subject to any kind of refund, i.e. a chargeback;
- Your payment was linked in any way to fraudulent actions;
- The cashback was generated though actions that constitute a breach of the legal agreement with myPOS, including any policy therein; or
- You have outstanding obligations towards any company engaged in the provision of the myPOS Service to you

myPOS retains the right to deduct any due amounts from your myPOS Accounts in these instances. In case your myPOS account does not have sufficient funds, this could lead to legal action. This would also apply to any due fees for the use of the myPOS Platinum and myPOS Metal cards.

Subscribing to myPOS Platinum and myPOS Metal

You can choose between two subscription plans for your myPOS Platinum and myPOS Metal cards. You can either pay in monthly installments or as a one-off annual subscription. Each subscription will be charged continuously until you specifically instruct us to cancel it or you no longer are eligible for the myPOS Platinum and myPOS Metal plans More details are available in the Tariff section.

The due dates for the subscription fees are as follows:

Monthly fees: At the corresponding date on which you subscribed to the premium card service of each subsequent month.

Annual fees: At the corresponding date on which you subscribed to the premium card service of each subsequent year.

The duration of the subscription is 1 year and it will be renewed automatically on the 12th month.

Should you wish to switch from monthly installments to an annual subscription, or vice versa, you can do so in the month prior to annual renewal.

Unsubscribing from your myPOS Platinum or myPOS Metal plan

You can end your Platinum or Metal subscription at any time. However, you may have to pay a fee. You'll still be able to benefit from the services associated with your subscription until the end of the month you have paid for. Thereafter, you'll become a standard user again (a myPOS account holder who does not pay a subscription for the Platinum or Metal service).

The fees for ending your subscription are set out in the table below.

	Monthly Plan	**Annual Plan**
Subscription cancelled within 14 days of card order date	You will get a full refund for: • Your Platinum Card, but a fee of 20 EUR will be due for the card delivery • Your Metal Card, but a fee of 45 EUR (or the equivalent in the currency of your myPOS account), plus the express delivery fee will be due.	You will get a full refund for: • Your Platinum Card, but a fee of 20 EUR will be due for the card delivery • Your Metal Card, but a fee of 45 EUR (or the equivalent in the currency of your myPOS account), plus the express delivery fee will be due.
Subscription cancelled within 10 months of card order date	You will not be eligible for any refund and you'll still have to pay the subscription for the month in which you have notified us about your intent to end your subscription. In addition, you will be charged a cancellation fee equal to two months' subscription.	You will not be eligible for a refund of the full year's subscription you paid, but there will be no cancellation fee.
Subscription cancelled after more than 10 months of card order date	You will not be eligible for any refund and you'll still have to pay the subscription for the month in which you have notified us about your intent to end your subscription, but there will be no cancellation fee.	You will not be eligible for a refund of the full year's subscription you paid, but there will be no cancellation fee.

It's easy to cancel your Platinum or Metal subscription, just e-mail us at help@mypos.com or use the “Unsubscribe me” function in the myPOS account/app.

Unsubscribing from the myPOS Platinum or myPOS Metal plan will not lead to an automatic closure of your myPOS account and you are free to use the Service as normal.

Your cashback will be based on all your purchases up until the end of the month you have notified us about your intent to cancel the services. The cashback amount will be credited to your account once a year in December.

Cancellation of your subscription:

myPOS may cancel your subscription for myPOS Platinum and myPOS Metal cards in cases where:

- You have used the myPOS Platinum and myPOS Metal card not in good faith;
- You have attempted to abuse the benefits associated with the cards;
- You have not paid the fees for the myPOS Platinum and myPOS Metal cards or owe myPOS any amount which has remained due for an unreasonable period of time;
- myPOS is required to do so in relation to any law, regulation, court order or similar;
- You have otherwise breached the Legal agreements for myPOS, as described therein.

If myPOS takes any legal steps against you to collect any due fees or charges, you might also be accountable to pay our reasonable costs of doing so.

Block of Platinum and Metal card services

If you have missed a subscription payment within 7 days of it becoming due, the card services will be blocked until you complete the payment.

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[1] Some ATM operators may charge you a direct fee, which is independent of our charges. The fee amount must be shown to you before the withdrawal at the ATM and collected by the ATM operator.

[2] myPOS Stores are entities owned by myPOS World or its affiliates. This will not apply to any store, distributor or reseller that does not fit this criterion.

[3] Applicable to eligible transactions only

[4] The Lounge Key features is provided by Lounge Key Ltd. More information about the terms and conditions can be found at the following link: https://loungekey.com/en/myPOS-Visa-Platinum

[5] Free reissuing is not valid for lost or stolen cards