

Best Conversion Rate Guarantee Programme – Terms & Conditions

Key provisions

1. The following apply to terms and conditions of the Best Conversion Rate Guarantee Programme organised by Centrum Rozliczeń Elektronicznych Polskie ePłatności S.A. based in Rzeszów, Poland (hereinafter called "PeP").
2. Payment card transactions will be converted to the currency of the card issuer at point of sale using PeP's terminals with Dynamic Currency Conversion service (hereinafter called "DCC"). The rate of exchange applied will be better than the rate offered by your card issuer on the same card on the same day including any fees applied by the card issuer for the transaction.
3. Cardholders have the right to show they were disadvantaged by choosing to have their transaction converted at the point of sale using the PeP's DCC service.
4. PeP will, subject to these terms and conditions, refund the cardholder double the price difference calculated using the actual PeP's DCC rate of exchange used to convert their transaction and the rate of exchange offered by their card issuer on the same card on the same day including any fees applied by the card issuer for the transaction.

Summary of Best Conversion Rate Guaranty

1. Cardholder's claim will be admitted by PeP only if:
 - a) Foreign Cardholder's transactions are made in Poland on the PeP's terminal using DCC service as well as any other cashless transaction is made on the same card on the same day,
 - b) The Cardholder, within 60 days of the card transaction to which the claim relates, sends completed Claim Form obtained from www.pep.pl to coa@pep.pl, attaching the following documents:
 - Clear copy of the purchase receipt showing the rate of exchange received with PeP's DCC service
 - Copy of the credit or debit card statement clearly showing the exchange rate and any fees applied by issuer for any transaction carried out on the same day on the same card which was converted at the more favourable rate than offered by PeP (in English).
2. Some credit or debit card issuers may charge additional rates/fees for the card usage overseas irrespective of the currency in which the card is charged. Such rates/fees form a part of the calculation of the price that would have been charged by issuing bank in respect of the relevant transaction, and are therefore included in the comparison against the price obtained using PeP's DCC service.
3. PeP will review your claim within 14 business days.
4. Any claim which does not follow this process will be invalid.
5. PeP will inform you about the result of your claim via e-mail.
6. PeP will provide you with the appropriate refund on the card on which the transaction was processed within 10 days from the date of acknowledgement in the currency the DCC transaction was made.

Final provisions

1. The language of any correspondence and any documents exchange will be English or Polish. Communication between Cardholder and PeP is held through e-mails only.
2. PeP's determination regarding validity of a claim is final.
3. The refund of the price difference may be subject to any local taxes required under local laws.
4. Best Conversion Rate Guarantee does not provide a cardholder with the right to initiate a chargeback in relations to a card transaction.
5. Best Conversion Rate Guarantee may be withdrawn at any time without notice. However, claims made before withdrawal will be honoured in accordance with these terms and conditions.
6. The term: "business days" used in this terms and conditions refers to Monday through Friday and excludes weekends and public holidays.
7. The Cardholder agrees to his/her personal data processing by PeP for the purpose of Best Exchange Rate Guarantee in accordance to this terms and conditions.
8. PeP ensures a protection of the personal data processed used under the law.
9. PeP has the right to change these terms and condition. The most recent version is available at http://www.pep.pl/pl/strona/dcc-platnosc-w-walucie-karty_402.
10. These terms and conditions will be governed by and construed in accordance with the Polish Law and the parties submit to the exclusive jurisdiction of the Polish courts.