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Warranty for the PayPal Here Device

Last Update: 24 July, 2023

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NOTICE: REMOVAL OF PAYPAL HERE AGREEMENT AND WARRANTY FOR THE PAYPAL HERE DEVICE.

PayPal Here users were notified that we are discontinuing the PayPal Here service on September 30, 2023. Accordingly, the PayPal Here Agreement will be removed from our Legal Agreements for PayPal Services page on or around October 4, 2023 and all references to PayPal Here will be removed from our other PayPal terms. If you wish to retain a copy of these terms, please download them prior to discontinuation.

PayPal provides the PayPal Here Device with a 12 month return period commencing on the delivery or collection date. During this period, PayPal warrants that the Device will be free of material defects that prevent its normal operation.

PayPal shall not be liable for any damages or defects to the PayPal Here Device 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 safe working environment. Please note that each device is fitted with a liquid sensor and its reaction to liquid will serve as proof of liquid ingress having occurred.

PayPal shall not be liable if the defect arises because you have failed to follow PayPal's written instructions as to storage, installation, commissioning, use or maintenance of the PayPal Here Device or if you alter or attempt to repair the relevant PayPal Here Device without the written consent of PayPal.

PayPal's warranty does not extend to cables, accessories, plugs, or power supply units.

It is your responsibility to return the faulty Device to us.

You are expected to purchase boxes or reuse original supply packaging to ensure safe transport. Incorrectly packaged returns may be processed as a chargeable repair.

PayPal will, in its discretion, either repair or replace faulty PayPal Here Devices within 90 days of the date of receipt of the PayPal Here Device. PayPal will return the PayPal Here Device at you at our cost.

PayPal advises you to carefully check the PayPal Here Device before dispatch to ensure that it is defective. Any PayPal Here Device returned which is not found to be defective, or has been damaged or misused by you will be returned to you and you may be invoiced for the cost of shipping.

A repaired or replaced PayPal Here Device will be warrantied for the unexpired portion of the original PayPal Here Device's warranty.

Status disclosure

PayPal is deemed authorised and regulated by the Financial Conduct Authority. The nature and extent of consumer protections may differ from those for firms based in the UK. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.