

Notice of Variation to PayPal Rewards Card Rewards Terms and Conditions

This variation notice provides full details of the changes, as they apply to your:

- PayPal Rewards Card Rewards Terms and Conditions

These changes form part of, and must be read in conjunction with, your existing terms and conditions. You can find the current terms and conditions relating to your account at paypal.com/au/rewardscard/terms.

It is important that you read this notice carefully and keep a copy of it for your records.

How to read this notice

1. Section numbers as listed in this notice relate directly to the section numbers in your terms and conditions.
2. If a section or sub-section is not specifically mentioned in this notice it remains unchanged.
3. If a section or sub-section is specifically mentioned in this notice:
 - a. a change is shown alongside the current wording as “replacement”;
 - b. a new section or sub-section is shown as “new”;
 - c. a deleted section or sub-section is shown as “deleted”.



Changes to your PayPal Rewards Card Rewards Terms and Conditions effective 25 January 2022

Introduction

1 Meaning of words

'Concierge Services' has been added to the defined terms.

New

Concierge Services means the concierge services as described in clause 8 of these Terms and Conditions.

8 General

We have added new terms which will apply to the Concierge Services feature that will be introduced to your PayPal Rewards Card. The following will replace the existing clause 8, and the 'General' clause has been accordingly renumbered to 9.

New

8 Concierge Services

8.1 We provide Concierge Services to Cardholders via third parties. Concierge Services will act on Your behalf and as an intermediary in assisting You with the following requests:

- (a) Travel – for example, pre-trip information, flight and hotel availability and bookings;
- (b) Entertainment – for example, ticket bookings for events, and restaurant reservations;
- (c) Lifestyle – for example, information on golf clubs, health clubs, and pet services;
- (d) Shopping – for example, sourcing hard to find items or arranging gift purchase and delivery;
- (e) Business – for example, computer rentals, conference services and urgent interpretation.

8.2 You will be informed of the cost and options, if available, before any booking or purchase is made for You. Concierge Services will not incur costs on Your behalf unless Your prior consent has been received. Any ticket purchases, once authorised and confirmed by You, will be deemed as non-refundable on non-exchangeable items.

New

8.3 Concierge Services will provide You with a clear and detailed breakdown of any costs associated with the provision of a service, prior to arranging the service. You will not be charged for research or co-ordination services performed by Concierge Services. You will be responsible for all other costs and expenses related to Your request. To the extent possible, goods and services acquired on Your behalf will be charged directly by the provider to Your Account. If Concierge Services advances funds for goods or services, Concierge Services shall bill that amount to Your Account.

8.4 Concierge Services will not locate goods and services if they are:

- (a) requested for re-sale, professional or commercial purposes;
- (b) abroad when customs regulations prohibit the shipping of the items to You;
- (c) prohibited under applicable law or which contravene popular moral or ethical standards; or
- (d) do not clearly provide some recreational benefit to You.

8.5 When goods or services are purchased on Your behalf, items will be purchased and/or delivered in accordance with national and international regulations:

- (a) You are at all times responsible for customs and excise fees and formalities;
- (b) Concierge Services recommends that they be insured for mailing or shipping. Concierge Services does not arrange for an insurance policy to apply to the goods or services purchased on Your behalf. If you require an insurance policy for the goods and services purchased on Your behalf, You must specify this and You will be charged the cost of the insurance. Neither We nor Concierge Services provides mailing or shipping services. Mailing and shipping services are organised in accordance with Your instructions. You may have remedies against the company which ships the goods to You.

8.6 Concierge Services accepts no liability arising from any provider that does not fulfil their obligations to You.

