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User Agreement for PayPal Services

YOU AGREE THAT THIS USER AGREEMENT WILL BE EFFECTIVE AS TO ALL USERS ON JULY 1, 2015.

 [Print](#)

Jump to section:

[User Agreement for Personal Users in Japan](#)

- [1. Payment Services and Eligibility.](#)
- [2. Sending Payments.](#)
- [3. Receiving Payments.](#)
- [4. Account Balances.](#)
- [5. Withdrawing Money](#)
- [6. Closing Your Account.](#)
- [7. PayPal Buyer Protection.](#)
- [8. Errors and Unauthorized Transactions.](#)
- [9. Restricted Activities.](#)
- [10. Your Liability - Actions We May Take.](#)
- [11. Disputes with PayPal.](#)
- [12. General Terms.](#)
- [13. Definitions.](#)
- [Exhibit A - Fees.](#)
- [Exhibit B - Provision of PayPal Services in Japan \(for Personal Users\)](#)

Jump to section:

[User Agreement for Business and Premier Users in Japan](#)

- 1. Payment Services and Eligibility.**
 - 2. Sending Payments.**
 - 3. Eligibility for Use.**
 - 4. Account Balances.**
 - 5. Withdrawing Money.**
 - 6. Closing Your Account.**
 - 7. PayPal Buyer Protection.**
 - 8. Errors and Unauthorized Transactions.**
 - 9. PayPal Seller Protection.**
 - 10. Restricted Activities.**
 - 11. Your Liability - Actions We May Take.**
 - 12. Disputes with PayPal.**
 - 13. General Terms.**
 - 14. Definitions.**
- Exhibit A - Fees.**
- Exhibit B - Terms Applicable Specifically to Business and Premier Users in Japan.**

User Agreement for Personal Users in Japan

This User Agreement ("Agreement") is a contract between you and PayPal Pte. Ltd., and applies to your use of the PayPal Services. You must agree with all of the terms and conditions contained in this Agreement and any applicable agreements and Policies on the [Legal Agreements](#) page. Consumers (Users) are advised to read these terms and conditions carefully.

We may amend this Agreement at any time by posting a revised version on our website. The revised version will be effective at the time we post it. If the revised version includes a Substantial Change, we will provide you with 30 Days' prior notice of any Substantial Change by posting a notice on the "Policy Updates" page of our website.

This is an important document which you must consider carefully when choosing whether to use the PayPal Services. Please note the following risks of using the PayPal Services:

We may close, suspend, or limit your access to your Account or the PayPal

Services if you violate this Agreement, the PayPal Acceptable Use Policy, or any other agreement you enter into with PayPal.

This Agreement is not a solicitation of the PayPal Services.

You are required to choose to become a Business and Premier User or a Personal User when you use the PayPal Services. A Business and Premier User is a user who uses the PayPal Services continuously or regularly. The maximum amount of usage of the PayPal Services for the customer who chooses to become a Personal User is One Hundred Thousand Japanese Yen (100,000 JPY).

In addition, even if you choose to become a Personal User, when the usage of the PayPal Services in a single operation or several operations that appear to be linked exceeds One Hundred Thousand Japanese Yen (100,000 JPY), or an equivalent amount, you are required to be registered as a Business and Premier User.

This Agreement is applicable only to Personal Users. Please refer to Exhibit B – Provision of PayPal Services in Japan (for Personal Users) for terms and conditions applicable specifically to Personal Users registered in Japan.

[Back to top](#)

1. Payment Services and Eligibility.

1.1 Payment Services. PayPal is a payment services provider. Our services allow you to send payments to anyone with a PayPal Account, and, where available, to receive payments. Our service availability varies by country. Click [here](#) to see which services are available in your country of residence.

1.2 Eligibility. To be eligible to use the PayPal Services, you must be at least 18 years old and a resident of one of the countries listed on the [PayPal Worldwide](#) page. You must list your correct country of residence in your Account. This Agreement applies only to Users who are residents of one of the countries listed in Section 1.1 above. If you are a resident of another country, you may access the agreement that applies to you from our website in your country.

1.3 Information. In order to open and maintain an Account, you must provide us with correct and updated Information.

1. **Identity Verification.** You authorize PayPal, directly or through third parties, to make any inquiries we consider necessary to validate your identity. This may include asking you for further information or documentation, requiring you to provide a taxpayer or national identification number, requiring you to take steps to confirm ownership of your email address or financial instruments, ordering a credit report or verifying your Information against third party databases or through other sources.
2. **Updates to Information.** If your credit card number or expiration date changes, we may acquire that information from our financial services partner and update your Account.

1.4 Beneficial Owner. You must be the beneficial owner of the Account, and conduct business only on behalf of yourself.

[Back to top](#)

2. Sending Payments.

2.1 Sending Limits. We may, at our discretion, impose limits on the amount of payments you can send through the PayPal Services.

2.2 Refused and Refunded Payments. When you send a payment, the recipient is not required to accept it. Any unclaimed, refunded or denied payment will be returned to your balance or to your original Payment Method. We will return any unclaimed payment to you within 30 Days of the date you initiated the payment.

2.3 Merchant Processing Delay. When you send a payment to certain Merchants, you are providing an Authorization to the Merchant to process your payment and complete the transaction. The payment will be held as pending until the Merchant processes your payment. Some Merchants may delay processing your payment. In such an instance, your Authorization will remain valid for up to 30 Days. If your payment requires a currency conversion, the exchange rate will be determined at the time the Merchant processes your payment and completes the transaction.

2.4 Authorized Payments. An Authorized Payment is a payment in which you Authorize a Merchant to make payment(s) on a one time, regular, or sporadic basis, whereby the Merchant shall be deemed to have agreed on your behalf to this Agreement for Personal Users in Japan with respect to each such payment.

Authorized Payments are sometimes called “subscriptions”, “recurring payments”, “preauthorized transfers” or “automatic payments”.

2.5 Stopping an Authorized Payment. You may stop an Authorized Payment at any time up to 3 Business Days prior to the date the next payment is scheduled to be made by notifying PayPal. To stop an Authorized Payment, access the My Authorized Payments section of your Account Profile and follow the links to stop the payment. You may also stop an Authorized Payment by calling PayPal at 1-402-935-2050 (in the U.S.). Once you contact PayPal to stop an Authorized Payment, all future payments under your agreement with the Merchant will be stopped. If you stop an Authorized Payment you may still be liable to the Merchant for the payment or for other penalties under the terms of your agreement with the Merchant and you may be required to pay the Merchant through alternative means.

[Back to top](#)

3. Receiving Payments.

The ability to receive payments is not available to Personal Users. If you would like to receive payments into your PayPal Account, you are required to register first as a Business and Premier User by accepting the User Agreement for Business and Premier Users.

[Back to top](#)

4. Account Balances.

The ability to maintain a balance in a PayPal Account is not available to Personal Users. If you would like to maintain any balance in your PayPal Account, you are required to register first as a Business and Premier User by accepting the User Agreement for Business and Premier Users.

[Back to top](#)

5. Withdrawing Money

The ability to withdraw money from a PayPal Account is not available to Personal Users, since the ability to receive payments into, or maintain any balances in, a PayPal Account is not available to Personal Users.

[Back to top](#)

6. Closing Your Account.

6.1 How to Close Your Account. You may close your Account at any time by following the instructions in your Account Profile. Upon Account closure, we will cancel any pending transactions, unless otherwise legally prohibited. No fees will be incurred strictly in respect of the closing of your Account.

6.2 Limitations on Closing Your Account. You may not evade an investigation by closing your Account. You will remain liable for all obligations related to your Account even after the Account is closed.

[Back to top](#)

7. PayPal Buyer Protection.

7.1 Types of Problems Covered.

PayPal Buyer Protection helps you if you encounter either of these problems:

- "Item Not Received" (INR): You did not receive the item you paid for with PayPal; or
- "Significantly Not as Described" (SNAD) You received an item you paid for with PayPal but it is Significantly Not as Described (SNAD).

If your problem is a transaction that you did not authorize, please see section 8 below.

An item is Significantly Not as Described (SNAD) if it is materially different from what the Seller described on its website or in the item listing. Here are some examples:

- You received a completely different item. For example, you purchased a book and received a DVD or an empty box.
- The condition of the item was misrepresented. For example, the description when you bought the item said "new" and the item was used.
- The item was advertised as authentic but is not authentic.
- The item is missing major parts or features which were not disclosed in its description when you bought the item.
- You purchased three items from a Seller but only received two.
- The item was materially damaged during shipment.

An item is **not** Significantly Not as Described (SNAD) if it is materially similar to the Seller's item listing description. Here are some examples:

- The defect in the item was correctly described by the Seller.
- The item was properly described but you didn't want it after you received it.
- The item was properly described but did not meet your expectations.
- The item has minor scratches and was listed as used condition.

7.2 Eligibility Requirements. To be eligible for PayPal Buyer Protection you must meet all of the following requirements:

1. Pay for the full amount of the item with one payment. Items purchased with multiple payments or installments are not eligible.
2. Open a Dispute within 180 Days of the date you sent the payment – then follow the online dispute resolution process described below under “Dispute Resolution”.
3. Have an Account in good standing.
4. You have not received a recovery related to such purchase from another source.

7.3 Ineligible Items. Payments for the following are **not** eligible for reimbursement under PayPal Buyer Protection:

- Real estate
- Businesses (when you buy a business)
- Vehicles, including motorcycles, caravans, aircrafts and boats
- Custom made items with SNAD issues
- Items that violate [PayPal’s Acceptable Use Policy](#)
- Items which you collect in person, or arrange to be collected on your behalf, including at a retail point of sale
- Industrial machinery used in manufacturing
- Items equivalent to cash, including prepaid or gift cards
- Personal Payments

Even if your payment is not eligible for PayPal Buyer Protection, you can file a Dispute and resolve the issue directly with the Seller, however, PayPal will not find in your favor if you escalate a Dispute to a Claim when an item is not eligible for PayPal Buyer Protection.

7.4 Coverage Amount.

If you are eligible for PayPal Buyer Protection and PayPal finds in your favor on your Claim, PayPal will reimburse you for the full purchase price of the item and original shipping costs.

PayPal will not reimburse you for the return shipping costs that you incur to return a Significantly Not as Described (SNAD) item to the Seller or other party specified by PayPal. If the Seller presents evidence that they delivered the goods to your address, PayPal may find in favor of the Seller for an Item Not Received (INR) Claim even if you did not receive the goods.

7.5 Dispute Resolution.

If you are unable to resolve a problem directly with a Seller, you can go to the [Resolution Center](#) and follow this process:

- **Open a Dispute.** Open a Dispute **within 180 Days** of the date you made the payment, to negotiate with the Seller for resolution of the Dispute.
- **Escalate the Dispute to a Claim.** If you and the Seller are unable to come to an agreement, you can escalate the Dispute to a Claim **within 20 Days** after opening the Dispute.

You must wait at least 7 Days from the date of payment to escalate a Dispute for an Item Not Received (INR), unless the Dispute is for the equivalent of \$2,500 USD or more (or other currency equivalent). If you do not escalate the Dispute to a Claim within 20 Days, PayPal will permanently close the Dispute.

- **Respond to PayPal's requests for information in a timely manner.** During the Claim process, PayPal may require you to provide documentation to support your position.
- **Comply with PayPal's shipping requests in a timely manner.** For Significantly Not as Described (SNAD) Claims, PayPal will generally require you, at your expense, to ship the item back to the Seller, or to PayPal, or to a third party and to provide proof of delivery.

For transactions that total less than \$250 USD, proof of delivery is confirmation that can be viewed online and includes the delivery address showing at least city/state or postal code, delivery date, and the URL to the shipping company's website if you've selected "Other" in the shipping drop down menu. For transactions that total \$250

USD or more (or the equivalents in other currencies as listed in the table below), you must also get a signature confirmation of the delivery.

\$250 USD signature confirmation requirement – other currencies equivalents

Currency	Amount
Australian Dollar:	\$350 AUD
Brazilian Real:	R \$500 BRL
Canadian Dollar:	\$325 CAD
Czech Republic Koruna:	6,000 CZK
Danish Krone:	1,500 DKK
Euro:	€200 EUR
Hong Kong Dollar:	\$2,000 HKD
Hungarian Forint:	55,000 HUF
Israeli New Shekel:	1,000 ILS
Japanese Yen:	¥28,000 JPY
Malaysian Ringgit	1000 MYR
Mexican New Peso:	\$2,200 MXN
New Zealand Dollar:	\$380 NZD
Norwegian Krone:	1,600 NOK
Philippine Peso:	12500 PHP
Polish New Zloty:	800 PLN
Russian Ruble:	8,500 RUB
Singapore Dollar:	\$ 400 SGD
Swedish Krona:	2,000 SEK
Swiss Franc:	330 CHF
Taiwan New Dollar:	8250 TWD
Thai Baht:	9000 THB
Turkish Lira:	375 TRY
U.K. Pound Sterling:	£ 150 GBP;
U.S. Dollar:	\$ 250.00 USD

- Claim Resolution Process. Once a Dispute has been escalated to a Claim, PayPal will make a final decision in favor of the buyer or the Seller. You may be asked to provide receipts, third party evaluations, police reports, or anything else that PayPal specifies. PayPal retains full discretion to make a final decision in favor of the buyer or the Seller. In the event that PayPal makes a final decision in favor of the buyer or Seller, each party must comply with PayPal's decision. PayPal will generally require the buyer to ship an item that the buyer claims is SNAD back to the Seller (at the buyer's expense), and PayPal will generally require a Seller to accept the item back and refund the buyer the full purchase price plus original shipping costs. In the event a

Seller loses a Claim, the Seller will not receive a refund on his or her PayPal fees associated with the transaction. If you are a Seller and you lose a SNAD Claim because the item you sold is counterfeit, you will be required to provide a full refund to the buyer and you will not receive the item back.

7.6 Digital Goods Micropayment Disputes and Claims. If you file a Dispute for a Digital Goods purchase of up to the amounts in the table below, PayPal may, at its sole discretion, refund the transaction without requiring you to escalate the Dispute to a Claim.

Currency	Amount	Currency	Amount
Australian Dollar:	\$9.99 AUD	New Zealand Dollar:	\$9.99 NZD
Brazilian Real:	7.99 BRL	Norwegian Krone:	29.99 NOK
Canadian Dollar:	\$3.99 CAD	Philippine Peso:	499.99 PHP
Czech Koruna:	99.00 CZK	Polish Zlotych:	19.99 PLN
Danish Krone:	24.99 DKK	Singapore Dollar:	\$9.99 SGD
Euro:	€3.99 EUR	Swedish Krona:	34.99 SEK
Hong Kong Dollar:	\$49.99 HKD	Swiss Franc:	4.99 CHF
Hungarian Forint:	999 HUF	Taiwan New Dollar:	249.00 TWD
Israeli New Shekel:	15.99 ILS	Thai Baht:	249.99 THB
Japanese Yen:	¥999 JPY	U.K. Pound Sterling:	£3.99 GBP
Mexican Peso:	\$39.99 MXN	U.S. Dollar:	\$3.99 USD

PayPal may limit the number of Digital Goods refunds that you may receive. If these are limited or if your purchase is not eligible for coverage, you will still be able to follow PayPal's standard dispute resolution processes described in this Section 7 to attempt to resolve the issue with the Seller directly.

7.7 Relationship between PayPal's protection programs and Chargebacks.

Credit card Chargeback rights, if they apply, may be broader than PayPal's protection programs. Chargebacks may cover unsatisfactory items even if they do not qualify as SNAD, and may cover intangible items. You may pursue a Dispute/Claim with PayPal, or you may contact your credit card company and pursue your Chargeback rights. You may not pursue both at the same time or seek a double recovery. If you have an open Dispute or Claim with PayPal, and also file a

Chargeback with your credit card company, PayPal will close your Dispute or Claim, and you will have to rely solely on your Chargeback rights.

Before contacting your card issuer or filing a Dispute with PayPal, you should contact the Seller to resolve your issue in accordance with the Seller's return policy as stated on their auction or website.

7.8 No Double Recovery. You may not file a Dispute/Claim, or receive a recovery, for a purchase under PayPal Buyer Protection if you have already received a recovery for that purchase directly from the Seller or another third party, or if you have already filed a case for that purchase with the Seller or another third party.

[Back to top](#)

8. Errors and Unauthorized Transactions.

8.1 Protection for Unauthorized Transactions and Errors.

When an Unauthorized Transaction or an Error occurs by an unauthorized usage of credit card information, PayPal will cover you for the full amount of every eligible Unauthorized Transaction or Error so long as you follow the procedures discussed below.

An Unauthorized Transaction occurs, for example, if someone steals your password, uses the password to access your Account, and sends a payment using your user information. If you give someone access to your Account (by giving your login information) and they conduct transactions without your knowledge or permission, you are responsible for any resulting use.

8.2 Notification Requirements.

1. You should immediately notify PayPal if you believe:
 1. there has been an Unauthorized Transaction or unauthorized access to your Account;
 2. there is an Error in your Account history statement (you can access your Account history by logging into your Account and clicking on a link to "view all of my transactions") or in your transaction confirmation sent to you by email;
 3. your password or PayPal Mobile PIN has been compromised;
 4. your PayPal Mobile-activated phone has been lost, stolen or deactivated;or

5. you need more information about a transaction listed on the statement or transaction confirmation.
2. To be eligible for protection for Unauthorized Transactions, you must notify us within 60 Days after any Unauthorized Transaction first appears in your Account history statement. We will extend the 60 Day time period if a good reason, such as a hospital stay, kept you from notifying us within 60 Days.

You should regularly log into your Account and review your Account history statement to ensure that there has not been an Unauthorized Transaction or Error. PayPal will also send an email to the primary email address you have provided in order to notify you of each transaction from your Account. You should also review these transaction confirmations to ensure that each transaction was authorized and is accurate.

For Unauthorized Transactions or Errors in your Account, notify us as follows:

- [Use this form](#) to file a report in the PayPal Security Center; or
- Write to PayPal, Attn: Error Resolution Department, P.O. Box 45950, Omaha, NE 68145-0950; or
- Call PayPal Customer Service at (402) 935-7733 (in the U.S.).

When you notify us, provide us with all of the following information:

- Your name and email address registered to your Account;
- A description of any suspected Unauthorized Transaction or Error and an explanation as to why you believe it is incorrect or why you need more information to identify the transaction; and
- The amount of any suspected Unauthorized Transaction or Error.

If you notify us orally, we may require that you send us your complaint or question in writing within 10 Business Days. During the course of our investigation, we may request additional information from you.

8.3 PayPal Actions after Receipt of Your Notification. Once you notify us of any suspected Unauthorized Transaction or Error, or we otherwise learn of one, we will do the following:

- We will conduct an investigation to determine whether there has been an Unauthorized Transaction or Error that is eligible for protection.
- We will complete our investigation in principle within 10 Business Days of the date we received your notification of the suspected Unauthorized Transactions or Error. However, if we need more time, we may take up to 90 Days to complete our investigation.
- We will inform you of our decision within 3 Business Days after completing our investigation.

If we determine that there was an Unauthorized Transaction or Error, we will promptly credit the full amount into your funding source within 1 Business Day of our determination.

If we decide that there was not an Unauthorized Transaction or Error, we will include an explanation of our decision in our email to you.

8.4 Your Errors. If you erroneously send a payment to the wrong party, or send a payment for the wrong amount (based on a typographical error, for example), your only recourse will be to contact the party to whom you sent the payment and ask them to refund the payment. PayPal will not reimburse you or reverse a payment that you have made in error.

[Back to top](#)

9. Restricted Activities.

9.1 Restricted Activities. In connection with your use of our website, your Account, the PayPal Services, or in the course of your interactions with PayPal, other Users, or third parties, you will not:

1. Breach this Agreement, the [Commercial Entity Agreement](#), the [Acceptable Use Policy](#) or any other Policy that you have agreed to with PayPal;
2. Violate any law, statute, ordinance, or regulation and as a Personal User, will not make payment to sanctioned countries, in particular North Korea and Iran, or in exchange for embargoed goods such as weapons and nuclear related development pursuant to the “Regulation on trade-related payment” and the “Regulation on the purpose of use of funds” of the Foreign Exchange and Foreign Trade Act;

3. Infringe PayPal's or any third party's copyright, patent, trademark, trade secret or other intellectual property rights, or rights of publicity or privacy;
4. Sell counterfeit goods;
5. Act in a manner that is defamatory, trade libelous, threatening or harassing;
6. Provide false, inaccurate or misleading Information;
7. Engage in potentially fraudulent or suspicious activity and/or transactions;
8. Refuse to cooperate in an investigation or provide confirmation of your identity or any Information you provide to us;
9. Receive or attempt to receive funds from both PayPal and the Seller, bank or credit card issuer for the same transaction during the course of a dispute;
10. Control an Account that is linked to another Account that has engaged in any of these Restricted Activities;
11. Conduct your business or use the PayPal Services in a manner that results in or may result in complaints, Disputes, Claims, Reversals, Chargebacks, fees, fines, penalties and other liability to PayPal, other Users, third parties or you;
12. Have a credit score from a credit reporting agency that indicates a high level of risk associated with your use of the PayPal Services;
13. Use your Account or the PayPal Services in a manner that PayPal, Visa, MasterCard, American Express, Discover or any other electronic funds transfer network reasonably believes to be an abuse of the card system or a violation of card association or network rules;
14. Provide yourself a cash advance from your credit card (or help others to do so);
15. Access the PayPal Services from a country that is not listed on PayPal's [Worldwide page](#).
16. Disclose or distribute another User's Information to a third party, or use the Information for marketing purposes unless you receive the User's express consent to do so;
17. Send unsolicited email to a User or use the PayPal Services to collect payments for sending, or assisting in sending, unsolicited email to third parties;
18. Take any action that imposes an unreasonable or disproportionately large load on our infrastructure;
19. Facilitate any viruses, trojan horses, worms or other computer programming routines that may damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or Information;

20. Use an anonymizing proxy; use any robot, spider, other automatic device, or manual process to monitor or copy our website without our prior written permission;
21. Use any device, software or routine to bypass our robot exclusion headers, or interfere or attempt to interfere with our website or the PayPal Services; or
22. Take any action that may cause us to lose any of the services from our Internet service providers, payment processors, or other suppliers.

[Back to top](#)

10. Your Liability - Actions We May Take.

10.1 Your Liability. You are responsible for all Reversals, Chargebacks, Claims, fees, fines, penalties and other liability incurred by PayPal, a User, or a third party caused by or arising out of your breach of this Agreement, and/or your use of the PayPal Services. You agree to reimburse PayPal, a User, or a third party for any and all such liability.

10.2 Reimbursement for Your Liability. In the event that you are liable for any amounts owed to PayPal, you will be required to reimburse PayPal through an alternative method. If you do not do so, PayPal may engage in collection efforts to recover such amounts from you.

10.3 Actions by PayPal – Restricted Activities. If PayPal, in its sole discretion, believes that you may have engaged in any Restricted Activities, we may take various actions to protect PayPal, our Affiliates, other Users, other third parties or you from Reversals, Chargebacks, Claims, fees, fines, penalties and any other liability. The actions we may take include but are not limited to the following:

1. We may close, suspend, or limit your access to your Account or the PayPal Services;
2. We may suspend your eligibility for PayPal Buyer Protection;
3. We may refuse to provide the PayPal Services to you now and in the future; and
4. We may hold your funds for a period of time reasonably needed to protect against the risk of liability to PayPal or a third party, or if we believe that you may be engaging in potentially fraudulent or suspicious activity and/or transactions.

10.4 Actions by PayPal – Account Closure, Termination of Service, Limited Account Access; Confidential Criteria.

PayPal, in its sole discretion, reserves the right to terminate the PayPal Services for any reason and at any time. You acknowledge that PayPal's decision to take certain actions, including limiting access to your Account, may be based on confidential criteria that is essential to our management of risk, the security of User's Accounts and the PayPal system. You agree that PayPal is under no obligation to disclose the details of its risk management or its security procedures to you.

10.5 Acceptable Use Policy Violations. If you violate the Acceptable Use Policy then in addition to the above actions you will be liable to PayPal for the amount of PayPal's damages for each violation of the [Acceptable Use Policy](#). You agree that \$2,500.00 USD (or equivalent) per transaction in violation of the Acceptable Use Policy is presently a reasonable minimum estimate of PayPal's actual damages considering all currently existing circumstances, including the relationship of the sum to the range of harm to PayPal that reasonably could be anticipated because due to the nature of the violations of the Acceptable Use Policy, actual damages would be impractical or extremely difficult to calculate.

[Back to top](#)

11. Disputes with PayPal.

11.1 Contact PayPal First. If a dispute arises between you and PayPal, our goal is to learn about and address your concerns and, if we are unable to do so to your satisfaction, to provide you with a neutral and cost effective means of resolving the dispute quickly. Disputes between you and PayPal regarding the PayPal Services may be reported to Customer Service online through the [PayPal Help Center](#) at any time, or by calling (402) 935-2050 (in the U.S.) from 6 AM to midnight, U.S. Central Time.

11.2 Arbitration. For any claim (excluding claims for injunctive or other equitable relief) where the total amount of the award sought is less than \$10,000.00 USD (or other currencies equivalents), the party requesting relief may elect to resolve the dispute in a cost effective manner through binding non-appearance-based arbitration. If a party elects arbitration, that party will initiate such arbitration through the Singapore International Arbitration Centre or any other established alternative dispute resolution ("ADR") provider mutually agreed upon by the parties. The ADR

provider and the parties must comply with the following rules: a) the arbitration shall be conducted by telephone, online and/or be solely based on written submissions, the specific manner shall be chosen by the party initiating the arbitration; b) the arbitration shall not involve any personal appearance by the parties or witnesses unless otherwise mutually agreed by the parties; and c) any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.

11.3 Law and Forum for Disputes. Except as otherwise agreed by the parties or as described in Section 11.2 above, you agree that any claim or dispute you may have against PayPal must be resolved by a court located in Singapore or where the defendant is located. You agree to submit to the personal jurisdiction of the courts located within Singapore for the purpose of litigating all such claims or disputes. This Agreement shall be governed in all respects by the laws of Singapore as such laws are applied to agreements entered into and to be performed entirely within Singapore, without regard to conflict of law provisions.

11.4 Improperly Filed Litigation. All claims you bring against PayPal must be resolved in accordance with Section 11 of this Agreement. All claims filed or brought contrary to Section 11 shall be considered improperly filed and a breach of this Agreement. Should you file a claim contrary to Section 11, PayPal may recover attorneys' fees and costs (including in-house attorneys and paralegals) up to \$1,000.00 USD, provided that PayPal has notified you in writing of the improperly filed claim, and you have failed to promptly withdraw the claim.

11.5 Notices to You. You agree that PayPal may provide you Communications about your Account and the PayPal Services electronically. PayPal reserves the right to refuse provision of the PayPal Services and close your Account if you withdraw your consent to receive electronic Communications. Any electronic Communications will be considered to be received by you within 24 hours of the time we post it to our website or email it to you. Any notice sent to you by postal mail will be considered to be received by you 3 Business Days after we send it.

11.6 Notices to PayPal. Except as otherwise stated above in Section 8 (Errors and Unauthorized Transactions) and Section 11.1, notice to PayPal must be sent by postal mail to: PayPal Pte. Ltd., Attention: Legal Department, 5 Temasek Boulevard #09-01, Suntec Tower Five, Singapore 038985.

11.7 Insolvency Proceedings. If any proceeding by or against you is commenced under any provision of any bankruptcy or insolvency law, PayPal will be entitled to recover all reasonable costs or expenses (including reasonable attorneys' fees and expenses) incurred in connection with the enforcement of this Agreement.

11.8 Release of PayPal. If you have a dispute with one or more Users, you release PayPal and our Affiliates (and our officers, directors, agents, joint ventures, employees and suppliers) from any and all claims, demands and damages (actual and consequential) of every kind and nature arising out of or in any way connected with such disputes.

[Back to top](#)

12. General Terms.

12.1 Limitations of Liability. IN NO EVENT SHALL WE AND OUR AFFILIATES, OUR OFFICERS, DIRECTORS, AGENTS, JOINT VENTURES, EMPLOYEES OR SUPPLIERS BE LIABLE FOR LOST PROFITS OR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF DATA OR LOSS OF BUSINESS) ARISING OUT OF OR IN CONNECTION WITH OUR WEBSITE, THE PAYPAL SERVICES, OR THIS AGREEMENT (HOWEVER ARISING, INCLUDING NEGLIGENCE) UNLESS AND TO THE EXTENT PROHIBITED BY LAW. OUR LIABILITY, AND THE LIABILITY OF OUR AFFILIATES, OUR OFFICERS, DIRECTORS, AGENTS, JOINT VENTURES, EMPLOYEES AND SUPPLIERS, TO YOU OR ANY THIRD PARTIES IN ANY CIRCUMSTANCE IS LIMITED TO THE ACTUAL AMOUNT OF DIRECT DAMAGES.

12.2 Services Limitation. PayPal is not a bank and the PayPal Services are payment processing services rather than banking services. PayPal is not acting as a trustee, fiduciary or escrow with respect to your funds, but is acting only as an agent and custodian. PayPal does not have control of, nor liability for, the products or services that are paid for with the PayPal Services. We do not guarantee the identity of any User or ensure that a buyer or a Seller will complete a transaction.

12.3 No Warranty. THE PAYPAL SERVICES ARE PROVIDED "AS IS" AND WITHOUT ANY REPRESENTATION OF WARRANTY, WHETHER EXPRESS,

IMPLIED OR STATUTORY. PAYPAL AND OUR AFFILIATES, OUR OFFICERS, DIRECTORS, AGENTS, JOINT VENTURES, EMPLOYEES AND OUR SUPPLIERS SPECIFICALLY DISCLAIM ANY IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. PayPal does not have any control over the products or services that are paid for with the PayPal Services and PayPal cannot ensure that a buyer or a Seller you are dealing with will actually complete the transaction or is authorized to do so. PayPal does not guarantee continuous, uninterrupted or secure access to any part of the PayPal Services, and operation of our site may be interfered with by numerous factors outside of our control. PayPal will make reasonable efforts to ensure that requests for electronic debits and credits involving bank accounts, credit cards, and check issuances are processed in a timely manner but PayPal makes no representations or warranties regarding the amount of time needed to complete processing because the PayPal Services are dependent upon many factors outside of our control, such as delays in the banking system or mail service. Some jurisdictions do not allow the disclaimer of implied warranties, so the foregoing disclaimers may not apply to you. This paragraph gives you specific legal rights and you may also have other legal rights that vary from country to country.

12.4 Indemnification. You agree to defend, indemnify and hold PayPal, our Affiliates and our officers, directors, agents, joint ventures, employees and suppliers harmless from any claim, demand (including attorneys' fees), fine, or other liability incurred by any third party due to or arising out of your breach of this Agreement and/or your use of the PayPal Services.

12.5 License Grant. If you are using PayPal software such as an API, developer's toolkit or other software application that you have downloaded to your computer, device, or other platform, then PayPal grants you a revocable, non-exclusive, non-transferable license to use PayPal's software in accordance with the documentation. This license grant includes the software and all updates, upgrades, new versions and replacement software. You may not rent, lease or otherwise transfer your rights in the software to a third party. You must comply with the implementation and use requirements contained in all PayPal documentation accompanying the PayPal Services. If you do not comply with PayPal's implementation and use requirements you will be liable for all resulting damages suffered by you, PayPal and third parties. You agree not to alter, reproduce, adapt,

distribute, display, publish, reverse engineer, translate, disassemble, decompile or otherwise attempt to create any source code which is derived from the software. You acknowledge that all rights, title and interest to PayPal's software are owned by PayPal. Any third party software application you use on the PayPal website is subject to the license you agreed to with the third party that provides you with this software. PayPal does not own, control nor have any responsibility or liability for any third party software application you elect to use on the PayPal website and/or in connection with the PayPal Services. If you are using the PayPal Services on the PayPal website, or other website or platform hosted by PayPal, or a third party, and are not downloading PayPal's software or using third party software applications on the PayPal website, then this section does not apply to your use of the hosted PayPal Services.

12.6 License Grant from You to PayPal; IP Warranties. When providing PayPal with content or posting content using PayPal Services, you grant us a non-exclusive, worldwide, perpetual, irrevocable, royalty-free, transferable, and sublicensable (through multiple tiers) right to exercise any and all copyright, publicity, trademarks, database rights and intellectual property rights you have in the content, in any media known now or in the future. Further, to the fullest extent permitted under applicable law, you waive your moral rights and promise not to assert such rights against PayPal, its sublicensees or its assignees. You represent and warrant that none of the following infringe any intellectual property or publicity right: your provision of content to PayPal, your posting of content using the PayPal Services, and PayPal's use of such content (including of works derived from it) in connection with the PayPal Services.

12.7 Intellectual Property. "PayPal.com," "PayPal", "PayPal.com.br", "PayPal.com.cn", "PayPal.com.c2", "PayPal.com.hk", "PayPal.co.il", "PayPal.co.jp", "PayPal.com.mx", "PayPal.com.tr", "PayPal.com.sg" and all other URLs, logos and trademarks related to the PayPal Services are either trademarks or registered trademarks of PayPal or its licensors. You may not copy, imitate or use them without PayPal's prior written consent. In addition, all page headers, custom graphics, button icons, and scripts are service marks, trademarks, and/or trade dress of PayPal. You may not copy, imitate, or use them without our prior written consent. You may use HTML logos provided by PayPal through our merchant services, auction tools features or affiliate programs without prior written consent for the

purpose of directing web traffic to the PayPal Services. You may not alter, modify or change these HTML logos in any way, use them in a manner that is disparaging to PayPal or the PayPal Services or display them in any manner that implies PayPal's sponsorship or endorsement. All right, title and interest in and to the PayPal website, any content thereon, the PayPal Services, the technology related to the PayPal Services, and any and all technology and any content created or derived from any of the foregoing is the exclusive property of PayPal and its licensors.

12.8 Calls to You; Mobile Telephone Numbers. By providing PayPal a telephone number (including a mobile telephone number), you consent to receiving calls, including autodialed and prerecorded messages from PayPal at that number. If we determine that a telephone number you have provided to us is a mobile telephone number, we may categorize it as such in our systems and in your Account Profile, and you consent to receive text messages from us about your use of the PayPal Services at that number.

12.9 Marketing. If you receive Information about another User through the PayPal Services, you must keep the Information confidential and only use it in connection with the PayPal Services. You may not disclose or distribute a User's Information to a third party or use the Information for marketing purposes unless you receive the User's express consent to do so.

12.10 Password Security. You are responsible for maintaining adequate security and control of any and all IDs, passwords, personal identification numbers (PINs), or any other codes that you use to access the PayPal Services.

12.11 Taxes. It is your responsibility to determine what, if any, taxes apply to the payments you make or receive, and it is your responsibility to collect, report and remit the correct tax to the appropriate tax authority. PayPal is not responsible for determining whether taxes apply to your transaction, or for collecting, reporting or remitting any taxes arising from any transaction.

Please be advised that you may be subject to withholding taxes or other tax liabilities with respect to importing services from a foreign entity. In addition, you may be subject to VAT, sales tax, income tax, or other tax liabilities as a seller of goods or services. It is your responsibility to check with your local tax advisor to determine which taxes apply to you, and it is your responsibility to pay such taxes to

the appropriate tax authority. All Fees related to the PayPal Services are made free and clear of, and without any deduction or withholding for and on account of, any taxes, duties or other deductions. Any such deduction or withholding, if required by the laws of any country are your sole responsibility.

12.12 Complete Agreement and Survival. This Agreement, along with any applicable Policies on the [Legal Agreements](#) page on the PayPal website, sets forth the entire understanding between you and PayPal with respect to the PayPal Services. Sections 6 (Closing Your Account), 10 (Your Liability – Actions We May Take), 11 (Disputes with PayPal), 12 (General Terms), 13 (Definitions), and Exhibit A (Fees) as well as any other terms which by their nature should survive, will survive the termination of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced.

12.13 Assignment. You may not transfer or assign any rights or obligations you have under this Agreement without PayPal's prior written consent. PayPal reserves the right to transfer or assign this Agreement or any right or obligation under this Agreement at any time.

12.14 Translated Agreement. Any translation of this Agreement is provided solely for your convenience and is not intended to modify the terms of this Agreement. In the event of a conflict between the English version of this Agreement and a version in a language other than English, the English version shall apply.

12.15 No Waiver. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches.

12.16 Assumption of Rights. If PayPal pays out a Claim, Reversal or Chargeback that you file against a recipient of your payment, you agree that PayPal assumes your rights against the recipient and third parties related to the payment, and may pursue those rights directly or on your behalf, in PayPal's discretion.

[Back to top](#)

13. Definitions.

"Account" means an account of a Personal or Business and Premier User.

"Account Profile" means the location on our website where you can, after logging in, view and manage your profile, including your personal information, Payment Method details, Authorized Payments authorizations, your selling tools, and your Account settings including your notification preferences and API Access permissions.

"Affiliate" means PayPal Holdings, Inc. or a company that is a direct or indirect subsidiary of PayPal Holdings Inc., or otherwise related to PayPal through common ownership or control.

"Authorize" or **"Authorization"** means a buyer's express authorization to a Merchant to make a payment, whereby the Merchant shall be deemed to have agreed on behalf of the buyer to this Agreement for Personal Users in Japan with respect to each such payment.

"Authorized Payment" has the definition provided in Section 2.4 of this Agreement.

"Business Account" means an Account used primarily for business purposes and not for personal, family, or household purposes and available only to Business and Premier Users (and not available to Personal Users).

"Business and Premier Account" means an Account used for business purposes or for personal, family, or household purposes and available only to Business and Premier Users (and not available to Personal Users).

"Business Days" means Monday through Friday, excluding the official national holidays recognized in Singapore.

"Chargeback" means a request that a buyer files directly with his or her debit or credit card company or debit or credit card issuing bank to invalidate a payment.

"Claim" means a challenge to a payment that a User files directly with PayPal in the [Online Resolution Center](#) pursuant to Section 7 of this Agreement.

"Commercial Entity Agreement" means the agreement that commercial entities are required to enter into directly with PayPal's payment processor(s).

"Commercial Payment" means as defined in Exhibit A (Fees) below.

"Communications" means any Account or transaction information that PayPal provides to you, including: any Policies you agree to, including updates to these Policies; annual disclosure; transaction receipts or confirmations; Account statements and history; and tax statements we are required to make available to you.

"Customer Service" is PayPal's customer support which can be accessed online through the [PayPal Help Center](#) at any time, or by calling (402) 935-2050 (in the U.S.) from 6 AM to midnight U.S. Central Time.

"Days" means calendar days.

"Digital Goods" means goods that are delivered and used in an electronic format.

"Dispute" means a dispute filed by a User directly with PayPal in the [Online Resolution Center](#) pursuant to Section 7 of this Agreement.

"eBay" means eBay Inc.

"eCheck" means a payment funded using a sender's bank account that is held pending and not received by the recipient until it clears. When you send money using eCheck it will usually be held pending for 3-4 Business Days. The amount of time that it is held pending will increase if the payment is sent from a bank account outside the U.S.

"Error" means a processing error made by PayPal or its suppliers in which you are mistakenly debited or credited.

"Fees" means the fees for currency conversion, for credit card or debit card

confirmation, for records requests or for personal payments set out in Exhibit A (Fees) of this Agreement.

"Information" means any Account information that you provide to us, including but not limited to personal information, financial information, or other information related to you or your business.

"Item Not Received" means a challenge to a payment from a User claiming that the item purchased was not received.

"Merchant" and **"Seller"** are used interchangeably and mean a User who is selling goods and/or services and using the PayPal Services to receive payments.

"Micropayments for Digital Goods" means the PayPal Service offered to certain qualifying Merchants who sell Digital Goods that, among other things, offers micropayments pricing and integrated website tools.

"Payment Method" means the payment method used to fund a transaction. The following payment methods may be used to fund a transaction (subject to availability): balance, Instant Transfer, eCheck, credit card, debit card and Redemption Codes.

"PayPal," "we," "us" or "our" means PayPal, Pte. Ltd.

"PayPal Mobile" means a PayPal Service that allows you to send and receive payments through your mobile phone.

"PayPal Services" means all our products and services and any other features, technologies and/or functionalities offered by us on our website or through any other means.

"Personal Payment" means a payment to a friend or a family member for goods and/or services such as your share of the rent or a dinner bill. Personal Payments may not be used for sending gifts. Personal Payments are not available in most countries.

"Policy" or **"Policies"** means any Policy or other agreement between you and PayPal that you entered into on the PayPal website, or in connection with your use of the PayPal Services.

"Redemption Code" means the sequence of letters, numbers, and/or symbols placed on gift certificates, promotional coupons or other promotional offers and used to obtain a benefit.

"Restricted Activities" means those activities described in Section 9 of this Agreement.

"Reversal" means PayPal reverses a payment you received because (a) it is invalidated by the sender's bank, (b) it was sent to you in Error by PayPal or our Affiliates, (c) the sender of the payment did not have authorization to send the payment (for example: the sender used a stolen credit card), (d) you received the payment for activities that violated this Agreement, the PayPal Acceptable Use Policy, or any other Policy, or (e) PayPal decided a Claim against you.

"Seller" – see **"Merchant"** definition.

"Significantly Not as Described" has the definition provided in Section 7.1 of this Agreement.

"Substantial Change" means a change to the terms of this Agreement that reduces your rights or increases your responsibilities.

"Personal Account" means a Personal User's Account, by accessing which a Personal User can check its Account Profile and transaction information and into which no payments can be received and in which no balances can be maintained.

"User" means any person or entity using the PayPal Services including you.

"Unauthorized Transaction" means as defined in Section 8.1 of this Agreement.

Exhibit A - Fees.

1. **Overview.** PayPal charges the following Fees to Personal Users:

Currency Conversion Fee;

1. Credit Card and Debit Card Confirmation Fee;
2. Records Request Fee; and
3. Personal Payments Fee.

2. **Fees for Currency Conversion, Credit Card and Debit Card Confirmation and Records Requests.**

Activity	Fees	
Currency Conversion	Country:	Fee:
	All countries except as listed below.	2.5% (added to the exchange rate)
	Mexico	3.5% (added to the exchange rate)
	Anguilla, Antigua and Barbuda, Argentina, Aruba, Bahamas, Barbados, Bermuda, Bolivia, Cayman Islands, Chile, Colombia,	4.5% (added to the exchange rate)

	Costa Rica, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Islands, Grenada, Guatemala, Guyana, Honduras, Jamaica, Montserrat, Netherlands Angilles, Nicaragua, Panama, Paraguay, Peru, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and Grenadines, Suriname, Tri nidad & Tobago, Turks and Caicos Islands, Uruguay, Venezuela, Virgin Islands.	
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	<p>Algeria, Angola, Bahrain, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Chad, Comoros, Congo, Democratic Rep of the Congo, Cook Islands, Djibouti, Egypt, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Ivory Coast, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lesotho, Madagascar, Malawi, Mali,</p>	<p>Currency Conversion that occurs when sending a Personal or a Commercial Payment:</p> <p>3.5% added to the exchange rate.</p> <p>Currency conversion that occurs when receiving other payments (including Mass Payments and Payouts), withdrawing funds to your local bank account (if your PayPal balance is held in a currency other than your local currency), adding funds from a bank account to your PayPal Account or when transferring funds between your PayPal balances held in different currencies (as applicable);</p> <p>2.5% added to the exchange rate</p>
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	Mauritania, Mauritius, Morocco, Mozambique , Namibia, Niger, Nigeria, Oman, Qatar, Rwanda, Sao Tome And Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, St. Helena, Swaziland, Tajikistan, Tanzania, Togo, Tunisia, Turkmenista n, Uganda, United Arab Emirates, Yemen, Zambia, Zimbabwe	
	Albania, Andorra, Belarus, Bosnia and	Currency Conversion that occurs when sending a Personal or a Commercial Payment:

<p>Herzegovina, Croatia, Georgia, Iceland, Macedonia, Moldova, Montenegro, Serbia, Turkey, Ukraine.</p>	<p>4% added to the exchange rate.</p> <p>Currency conversion that occurs when receiving other payments (including Mass Payments and Payouts), withdrawing funds to your local bank account (if your PayPal balance is held in a currency other than your local currency), adding funds from a bank account to your PayPal Account or when transferring funds between your PayPal balances held in different currencies (as applicable);</p> <p>2.5% added to the exchange rate</p>																						
<p>Bhutan, Cambodia, China, Federated States of Micronesia, Hong Kong, India, Indonesia, Japan, Korea, Laos, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Philippines, Samoa, Singapore, Sri Lanka, Taiwan,</p>	<p>Currency Conversion that occurs when sending a Personal or a Commercial Payment:</p> <p>The Fee depends on the currency into which the amount is converted, as listed in the table below and is added to the exchange rate.</p> <table border="1" data-bbox="754 1299 1169 1955"> <thead> <tr> <th>Currency:</th> <th>Fee:</th> </tr> </thead> <tbody> <tr> <td>Argentine Peso:</td> <td>4.0%</td> </tr> <tr> <td>Australian Dollar:</td> <td>4.0%</td> </tr> <tr> <td>Brazilian Real:</td> <td>4.0%</td> </tr> <tr> <td>Canadian Dollar:</td> <td>3.5%</td> </tr> <tr> <td>Czech Koruna:</td> <td>4.0%</td> </tr> <tr> <td>Danish Kroner:</td> <td>4.0%</td> </tr> <tr> <td>Euro:</td> <td>4.0%</td> </tr> <tr> <td>Hong Kong Dollar:</td> <td>4.0%</td> </tr> <tr> <td>Hungarian Forint:</td> <td>4.0%</td> </tr> <tr> <td>Israeli New Shekel:</td> <td>4.0%</td> </tr> </tbody> </table>	Currency:	Fee:	Argentine Peso:	4.0%	Australian Dollar:	4.0%	Brazilian Real:	4.0%	Canadian Dollar:	3.5%	Czech Koruna:	4.0%	Danish Kroner:	4.0%	Euro:	4.0%	Hong Kong Dollar:	4.0%	Hungarian Forint:	4.0%	Israeli New Shekel:	4.0%
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	<p>Monaco</p>	<p>Currency Conversion that occurs when sending a Personal or a Commercial Payment:</p>																																	

2.5% above the wholesale exchange rate

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Between 3.0% and 4.0% above the wholesale exchange rate depending on the currency into which the relevant amount is converted (please refer to the table below).

Currency and Code	Currency Conversion Fee
Argentine Peso (ARS):	4.0%
Australian Dollar (AUD):	4.0%
Brazilian Real (BRL):	4.0%
Canadian Dollar (CAD):	3.0%
Czech Koruna (CZK):	3.5%
Danish Krone (DKK):	3.5%
Euro (EUR):	3.5%
Hong Kong Dollar (HKD):	4.0%
Hungarian Forint (HUF):	3.5%
Israeli Shekel (ILS):	4.0%
Japanese Yen (JPY):	4.0%

		Malaysian Ringgit (MYR):	4.0%	
		Mexican Peso (MXN):	4.0%	
		New Zealand Dollar (NZD):	4.0%	
		Norwegian Krone (NOK):	3.5%	
		Philippine Peso (PHP):	4.0%	
		Polish Zlotych (PLN):	3.5%	
		Russian Ruble (RUB):	3.5%	
		Swedish Krona (SEK):	3.5%	
		Swiss Franc (CHF):	3.5%	
		Taiwan New Dollar (TWD):	4.0%	
		Thai Baht (THB):	4.0%	
		Turkish Lira (TRY):	3.5%	
		U.K. Pounds Sterling (GBP):	3.5%	
		U.S. Dollar (USD):	3.0%	
<p>When a currency conversion is required, it will be completed at a foreign exchange rate determined by a licensed financial institution, which is adjusted regularly based on market conditions. The exchange rate is adjusted regularly and may be applied immediately and without notice to you. The exchange rate includes a processing Fee expressed as a percentage above the wholesale exchange rate at which PayPal obtains foreign currency, and the processing fee is retained by PayPal. You may have the option (depending on the country you are residing in and the type of funding source) to Opt Out of currency conversion before you complete the transaction by selecting Other Conversion options on the Review Your Information page during</p>				

checkout.

Where a currency conversion is offered by PayPal at the point of sale, you will be shown the exchange rate that will be applied to the transaction before you proceed with authorizing the payment transaction. By proceeding with your authorization of the payment transaction you are agreeing to the currency conversion on the basis of the exchange rate. Where a currency conversion is offered at the point of sale by the Merchant, not by PayPal, and you choose to authorize the payment transaction on the basis of the Merchant's exchange rate and charges, PayPal has no liability to you for that currency conversion.

Where your payment is funded by a Debit or Credit Card and involves a currency conversion by PayPal, you consent to and authorize PayPal to convert the currency in place of your Credit or Debit card issuer.

**Credit Card
and Debit Card
Confirmation**

Currency:	Fee:
Australian Dollar:	\$2.00 AUD
Brazilian Real:	R 4.00 BRL
Canadian Dollar:	\$2.45 CAD
Czech Koruna:	50.00 CZK
Danish Kroner:	12.50 DKK
Euro:	€1.50 EUR
Hong Kong Dollar:	\$15.0 HKD
Hungarian Forint:	400.00 HUF
Israeli New Shekel:	8.00 ILS
Japanese Yen:	¥200.00 JPY
Malaysian Ringgit:	10.00 MYR
Mexican Peso:	20.00 MXN
New Zealand Dollar:	\$3.00 NZD

	<table border="1"> <tr> <td>Norwegian Krone:</td> <td>15.00 NOK</td> </tr> <tr> <td>Philippine Peso:</td> <td>100.00 PHP</td> </tr> <tr> <td>Polish Zloty:</td> <td>6.50 PLN</td> </tr> <tr> <td>Russian Ruble:</td> <td>60 RUB</td> </tr> <tr> <td>Singapore Dollar:</td> <td>\$3.00 SGD</td> </tr> <tr> <td>Swedish Krona:</td> <td>15.00 SEK</td> </tr> <tr> <td>Swiss Franc:</td> <td>3.00 CHF</td> </tr> <tr> <td>New Taiwan Dollar:</td> <td>\$70.00 TWD</td> </tr> <tr> <td>Thai Baht:</td> <td>70.00 THB</td> </tr> <tr> <td>Turkish Lira:</td> <td>3.00 TRY</td> </tr> <tr> <td>U.K. Pounds Sterling:</td> <td>£1.00 GBP</td> </tr> <tr> <td>U.S. Dollar:</td> <td>\$1.95 USD</td> </tr> </table> <p>In some instances, PayPal may require you to verify control of your credit card or debit card. In order to do so, PayPal makes a charge to your credit card or debit card and then requires you to verify the code associated with the charge. This amount will be refunded when you successfully complete the credit card or debit card verification process</p>	Norwegian Krone:	15.00 NOK	Philippine Peso:	100.00 PHP	Polish Zloty:	6.50 PLN	Russian Ruble:	60 RUB	Singapore Dollar:	\$3.00 SGD	Swedish Krona:	15.00 SEK	Swiss Franc:	3.00 CHF	New Taiwan Dollar:	\$70.00 TWD	Thai Baht:	70.00 THB	Turkish Lira:	3.00 TRY	U.K. Pounds Sterling:	£1.00 GBP	U.S. Dollar:	\$1.95 USD
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Records Requests Fee	<p>\$10.00 SGD (per item), or other currency equivalent.</p> <p>We will not charge you for records requested in connection with your good-faith assertion of an error in your Account.</p>																								

3. Personal Payments Fee.

1. Personal Payments are payments to friends or family members for goods and/or services such as your share of the rent or a dinner bill.
2. Personal Payments are limited in availability and are not available in most countries.
3. If you use your credit card as the Payment Method for a Personal Payment, you may be charged a cash-advance fee by your credit card company.
4. The Fee may be paid by either the sender or the recipient of the Personal Payment. In most instances, the sender will determine who pays the Fee.

Activity	Country of Recipient	Personal Payments Fee when Payment Method is exclusively Balance or Bank	Personal Payments Fee when another Payment Method is used to fully or partially fund the payment, including a credit or debit card
Sending or Receiving Domestic Payments	Where available	Free	3.4% + Fixed Fee
Sending or Receiving International Payments	Australia	1%	3.4% + Fixed Fee
	Brazil	1%	5.99% + Fixed Fee
	Countries in Europe	See table below	See table below
	Japan	0.3%	3.9% + Fixed Fee
	U.S., Canada and Poland	1%	3.9% + Fixed Fee
	Elsewhere	0.5%	3.9% + Fixed Fee
	Fixed Fee	Currency:	Fee:
Australian Dollar:		\$0.30 AUD	
Brazilian Real:		R\$0.60 BRL	
Canadian Dollar:		\$0.30 CAD	
Czech Koruna:		10.00 CZK	
Danish Krone:		2.60 DKK	
Euro:		€0.35 EUR	
Hong Kong Dollar:		\$2.35 HKD	

	Hungarian Forint:	90.00 HUF
	Israeli New Shekel:	1.20 ILS
	Japanese Yen:	¥40.00 JPY
	Malaysian Ringgit:	2.00 MYR
	Mexican Peso:	4.00 MXN
	New Zealand Dollar:	\$0.45 NZD
	Norwegian Krone:	2.80 NOK
	Philippine Peso:	15.00 PHP
	Polish Zloty:	1.35 PLN
	Russian Ruble:	10 RUB
	Singapore Dollar:	\$0.50 SGD
	Swedish Krona:	3.25 SEK
	Swiss Franc:	0.55 CHF
	Taiwan New Dollar:	\$10.00 TWD
	Thai Baht:	11.00 THB
	Turkish Lira:	0.45 TRY
	U.K. Pounds Sterling:	£0.20 GBP
	U.S. Dollar:	\$0.30 USD

4. International Personal Payments to European Countries

To determine the fee for a international Personal Payment sent to a user in a European country please follow these steps:

1. Locate the recipient's country in the table below (in the first column from left).
2. Determine the region of the sender's country (second column).
3. Find the applicable fee based on the payment method used (third and fourth columns).

Recipient's Country (if applicable)	Sender's Country	Fee when Funding Source is: entirely funded by PayPal balance or bank account	Fee when Funding Source is: entirely or partially funded by debit card or credit card
Albania, Andorra, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland (including Aland Islands), Gibraltar, Greece, Hungary, Iceland, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Norway, Portugal, Romania, Russia, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, U.K. (including Channel Islands and Isle of Mann)	Northern Europe *	0.4%	3.8%+ Fixed Fee
	US, Canada, Europe I **	0.5%	3.9% + Fixed Fee
	Europe II ***	1.0%	4.4% + Fixed Fee
	All other countries	1.5%	4.9% + Fixed Fee
Belgium, France, French Guiana, Guadeloupe, Italy, Martinique, Mayotte, Netherlands, Reunion	Northern Europe *	0.4%	3.8 %+ Fixed Fee
	US, Canada, Europe I **	0.5%	3.9% + Fixed Fee
	Europe II ***	1.3%	4.7% + Fixed Fee
	All other countries	1.8%	5.2% + Fixed Fee

Germany	Northern Europe *	1.8%	3.7% + Fixed Fee
	US, Canada, Europe I **	2.0%	3.9% + Fixed Fee
	Europe II ***	3.0%	4.9% + Fixed Fee
	All other countries	3.3%	5.2% + Fixed Fee
Poland	Northern Europe *	0.9%	3.8% + Fixed Fee
	US, Canada, Europe I **	1.0%	3.9% + Fixed Fee
	Europe II ***	1.5%	4.4% + Fixed Fee
	All other countries	2.0%	4.9% + Fixed Fee
	<p>* Northern Europe: Denmark, Faroe Islands, Finland (including Aland Islands), Greenland, Iceland, Norway, Sweden.</p> <p>** Europe I: Austria, Belgium, Cyprus Estonia, France (including French Guiana, Guadeloupe, Martinique, Reunion and Mayotte) , Germany , Gibraltar, Greece, Ireland, Italy, Luxembourg, Malta, Monaco , Montenegro, Netherlands, Portugal, San Marino, Slovakia, Slovenia, Spain, United Kingdom (including Channel Islands and Isle of Man), Vatican City State.</p> <p>*** Europe II: Albania, Andorra, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kosovo, Latvia,</p>		

	<p>Liechtenstein, Lithuania, Macedonia, Moldova, Poland, Romania, Russia, Serbia, Switzerland, Turkey, Ukraine.</p> <p>Note: Cross Border Euro or Swedish Krona payments made between Accounts registered in the European Union or the European Economic Area will be treated as Domestic Payments for the purpose of applying Fees.</p>																																		
Fixed Fee	<table border="1"> <thead> <tr> <th data-bbox="683 757 995 824">Currency:</th> <th data-bbox="995 757 1187 824">Fee:</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 824 995 891">Australian Dollar:</td> <td data-bbox="995 824 1187 891">\$0.30 AUD</td> </tr> <tr> <td data-bbox="683 891 995 958">Brazilian Real:</td> <td data-bbox="995 891 1187 958">R\$0.60 BRL</td> </tr> <tr> <td data-bbox="683 958 995 1025">Canadian Dollar:</td> <td data-bbox="995 958 1187 1025">\$0.30 CAD</td> </tr> <tr> <td data-bbox="683 1025 995 1093">Czech Koruna:</td> <td data-bbox="995 1025 1187 1093">10.00 CZK</td> </tr> <tr> <td data-bbox="683 1093 995 1160">Danish Kroner:</td> <td data-bbox="995 1093 1187 1160">2.60 DKK</td> </tr> <tr> <td data-bbox="683 1160 995 1227">Euro:</td> <td data-bbox="995 1160 1187 1227">€0.35 EUR</td> </tr> <tr> <td data-bbox="683 1227 995 1294">Hong Kong Dollar:</td> <td data-bbox="995 1227 1187 1294">\$2.35 HKD</td> </tr> <tr> <td data-bbox="683 1294 995 1361">Hungarian Forint:</td> <td data-bbox="995 1294 1187 1361">90.00 HUF</td> </tr> <tr> <td data-bbox="683 1361 995 1429">Israeli New Shekel:</td> <td data-bbox="995 1361 1187 1429">1.20 ILS</td> </tr> <tr> <td data-bbox="683 1429 995 1496">Japanese Yen:</td> <td data-bbox="995 1429 1187 1496">¥40.00 JPY</td> </tr> <tr> <td data-bbox="683 1496 995 1563">Malaysian Ringgit:</td> <td data-bbox="995 1496 1187 1563">2.00 MYR</td> </tr> <tr> <td data-bbox="683 1563 995 1630">Mexican Peso:</td> <td data-bbox="995 1563 1187 1630">4.00 MXN</td> </tr> <tr> <td data-bbox="683 1630 995 1697">New Zealand Dollar:</td> <td data-bbox="995 1630 1187 1697">\$0.45 NZD</td> </tr> <tr> <td data-bbox="683 1697 995 1765">Norwegian Krone:</td> <td data-bbox="995 1697 1187 1765">2.80 NOK</td> </tr> <tr> <td data-bbox="683 1765 995 1832">Philippine Peso:</td> <td data-bbox="995 1765 1187 1832">15.00 PHP</td> </tr> <tr> <td data-bbox="683 1832 995 1899">Polish Zloty:</td> <td data-bbox="995 1832 1187 1899">1.35 PLN</td> </tr> </tbody> </table>	Currency:	Fee:	Australian Dollar:	\$0.30 AUD	Brazilian Real:	R\$0.60 BRL	Canadian Dollar:	\$0.30 CAD	Czech Koruna:	10.00 CZK	Danish Kroner:	2.60 DKK	Euro:	€0.35 EUR	Hong Kong Dollar:	\$2.35 HKD	Hungarian Forint:	90.00 HUF	Israeli New Shekel:	1.20 ILS	Japanese Yen:	¥40.00 JPY	Malaysian Ringgit:	2.00 MYR	Mexican Peso:	4.00 MXN	New Zealand Dollar:	\$0.45 NZD	Norwegian Krone:	2.80 NOK	Philippine Peso:	15.00 PHP	Polish Zloty:	1.35 PLN
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	Swiss Franc:	0.55 CHF
	New Taiwan Dollar:	\$10.00 TWD
	Thai Baht:	11.00 THB
	Turkish Lira:	0.45 TRY
	U.K. Pounds Sterling:	£0.20 GBP
	U.S. Dollar:	\$0.30 USD

5. **Bank/Credit Card Fees.** Your bank, credit or debit card company may charge you fees for sending funds through PayPal. For example, you may be charged currency conversion fees, international transactions fees, or other fees even when your transaction is domestic, and does not require a currency conversion. PayPal is not liable for any fees charged to you by your bank, credit or debit card company or other financial institution based on your usage of PayPal. If you are in Israel, your bank account may be charged immediately for a PayPal transaction that is funded with a credit card.

[Back to top](#)

Exhibit B - Provision of PayPal Services in Japan (for Personal Users)

PayPal Pte. Ltd. is registered as a Funds Transfer Business Operator under the Funds Settlement Act (Act No. 59 of June 24, 2009) (hereinafter referred to as the "Funds Settlement Act").

To be eligible to use the PayPal Services, you must be at least 18 years old.

Please be advised that the PayPal Services in Japan are provided by PayPal Pte. Ltd., a Singaporean company. PayPal accepts payments from buyers on behalf of the Sellers. As a Seller, you agree that once PayPal accepts payments from the buyer, you release and discharge the buyer of any further liability for the amount of

the payment. When persons make donations through PayPal, PayPal accepts payments from such donors on behalf of the donees. As a donee, you agree that once PayPal accepts payments from the donor, you release and discharge the donor of any further liability for the amount of the donation.

You shall not use the PayPal Services for payments that need to be approved by the Ministry of Finance or the Ministry of Economy, Trade and Industry under the Foreign Exchange and Foreign Trade Act (Act No. 228 of December 1, 1949).

Notwithstanding Section 11 above, for any claim (excluding claims for injunctive or other equitable relief) where the total amount of the award sought is less than \$10,000.00 USD, you or PayPal may elect to resolve the dispute through binding arbitration in Japan. Any such arbitration shall be administered by an established ADR provider mutually agreed upon by the parties. The award rendered shall be final and binding upon the parties. Any judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

Alternatively, and notwithstanding Section 11 above, any Claim may be adjudicated by a court of competent jurisdiction located in Japan, and you and PayPal agree to submit to the personal jurisdiction of the courts located in Japan.

For the avoidance of doubt, if a dispute is submitted to arbitration or a court under this Section, the parties agree that this Agreement shall continue to be governed by the laws of Singapore.

Handling of personal information:

PayPal will obtain, use and otherwise handle your personal information in compliance with the "Privacy Policy for Personal Users" which has been separately established by PayPal.

Explanatory Notes:

Your acceptance of this Agreement shall constitute your confirmation of the following facts:

The PayPal Services differ from an exchange transaction provided by banks, etc.

The PayPal Services do not include accepting deposits, savings, periodical deposits, etc.

The PayPal Services do not constitute payment of insurance money as set forth in Article 53 of the Deposit Insurance Act or Article 55 of the Agricultural and Fishery Cooperation Savings Insurance Act.

PayPal has taken preservative measures based on the Fund Settlement Act by executing a performance guarantee money preservation agreement with Standard Chartered Bank.

For your protection, a performance insurance money preservation system is set forth in the Funds Settlement Act.

Please note that a User who is entitled to a return of the above performance insurance money will be the Seller.

Provision of Information

When you click PayPal payment button, PayPal will complete remittance immediately upon confirming the availability of your funding source sufficient to cover the amount of the payment, subject to system maintenance and availability. Please see Sections 2 and 3 above for additional details.

To use the PayPal Service, you will be charged the Fees as set out in Exhibit A (Fees).

When a currency conversion is required, PayPal engages either of The Royal Bank of Scotland PLC or Citibank N.A., both of which are licensed banks, to perform the currency conversion by applying TTM Rate. The exchange rate is determined by either of these banks and disclosed to you at the time of a transaction. PayPal adds

this Fee to the exchange rate.

In the event that a currency conversion is necessary other than for purposes of payment, the calculation method for such currency conversion shall be the same as if such currency conversion were being carried out for purposes of payment.

PayPal receives complaints and inquiries in regards to the PayPal Service at the following:

At PayPal's website at <https://www.paypal.com/jp/>; please log into your PayPal Account.

PayPal Network Information Services (Shanghai) Co., Ltd.
19F, Lujiazui Financial Plaza, No. 1217, DongFang Rd., Pudong, Shanghai, 200127, China

PayPal, Worldwide Operations
Error Resolution Department, P.O. Box 45950, Omaha, NE 68145-0950, USA

Concentrix Services Corporation
Tokyo East 21 Tower 3FI, 6-3-1 Toyo, Kotou-ku, Tokyo, Japan 135-8559

Genpact International Inc
No. 30 Software Park Road, East, Dalian Software Park, Dalian, Liaoning China
-116023

Telephone:
(0120) 271-888
(03) 6739-7360
(03) 5767-5552

Time in: from 9 a.m. to 6 p.m. (Except Saturday, Sunday and Holiday)

PayPal handles complaints and resolves disputes utilizing the following institutions:

Measures for the Handling of Complaints

Japan Payment Service Association (Telephone: 03-3219-0628)

Measures for the Dispute Resolutions

Tokyo Bar Association Dispute Resolution Center (Telephone: 03-3581-0031)

Daiichi Tokyo Bar Association Arbitration Center (Telephone: 03-3595-8588)

Daini Tokyo Bar Association Arbitration Center (Telephone: 03-3581-2249)

You may check your Account status including transaction history by logging in to your Account. You can see your most recent transaction activity on the first page that appears after you log in to your Account, and you can check older transaction history by clicking History near the top of that page.

You may close your Account at any time by following the steps described in a through d below:

1. Log in to your Account;
2. Click Profile near the top of the page;
3. Click My settings; and
4. Click Close Account in the Account type section and follow the steps listed in that section.

There is no provision for the effective period of this Agreement.

Exclusion of Antisocial Forces

1. The User represents and warrants that the User is not currently an organized crime group, a member of an organized crime group, a person who stopped being a member of an organized crime group less than five (5) years ago, a quasi-member of an organized crime group, a person having a close relationship with an organized crime group or a member of an organized crime group, an organized crime affiliated enterprise, a 'Sokaiya' corporate extortionist or the like, an organized crime group feigning advocacy of a social movement

etc., 'specialized knowledge' organized crime group (tokushu-chino-boryoku-shudan) or the like, or other party commensurate thereto (hereinafter referred to as a "Member of an Organized Crime Group, Etc."), and that the User does not fall under any one of the following, and firmly promises that the User will not fall thereunder in the future:

1. The User has a relationship where it can be found that a Member of an Organized Crime Group, Etc. has control over its management;
 2. The User has a relationship where it can be found that a Member of an Organized Crime Group, Etc. has substantial control over its management;
 3. The User has a relationship where it can be found that the User unjustly utilizes a Member of an Organized Crime Group, Etc., for example, for the purpose of gaining unjust profits for himself/herself, his/her company or a third party, or for the purpose of inflicting damages on a third party;
 4. The User has a relationship where it can be found that there is an involvement with a Member of an Organized Crime Group, Etc., for example, providing funding or other conveniences.;
 5. The User's officer or a person substantially involved in its management has a socially unacceptable relationship with a Member of an Organized Crime Group, Etc.
2. The User promises that it will not engage or cause a third party to engage in acts that fall under any one of the following:
1. Make violent demands;
 2. Make unjust demands beyond the scope of legal liability of PayPal;
 3. Use threatening language or actions, or violence in connection with transactions;
 4. Disseminate rumors, or use fraud or force to damage the credit of PayPal, or interfere with the business of PayPal;
 5. Engage in acts otherwise commensurate to any of the foregoing.
3. In the event the User is the equivalent of a Member of an Organized Crime Group, Etc. or any of the respective types set out in Paragraph 1 or engages in any of the acts of the respective types set out in the preceding paragraph, or it is discovered that false statements were made with regard to the representations, warranties and promises under the provisions of Paragraph 1 and the commencement of continuation of transactions with the User is inappropriate, PayPal, if prior to the execution of this Agreement, shall be entitled to refuse to enter into this Agreement with the User, or if after the execution of this

Agreement, shall be entitled to immediately suspend transactions with the User, and without requiring any peremptory notice shall be entitled to cancel this Agreement by providing the User with notice thereof.

4. In the case prescribed in the preceding paragraph, the User, when demanded by PayPal, shall have all the obligations it owes PayPal accelerated, and shall immediately repay these obligations.
5. The User shall make no claims against PayPal even when the User has suffered damages through the application of the provisions of the preceding paragraph. In addition, the User shall be liable for the damages suffered by PayPal.
6. This Agreement shall expire when the obligations are repaid under the provisions of Paragraph 4.

[Back to top](#)

User Agreement for Business and Premier Users in Japan

Updated: April 15, 2015

YOU AGREE THAT THIS USER AGREEMENT WILL BE EFFECTIVE AS TO ALL USERS ON JULY 1, 2015.

This User Agreement ("Agreement") is a contract between you and PayPal Pte. Ltd. and applies to your use of the PayPal Services. You must agree with all of the terms and conditions contained in this Agreement and any applicable agreements and Policies on the [Legal Agreements](#) page. Consumers (Users) are advised to read these terms and conditions carefully.

We may amend this Agreement at any time by posting a revised version on our website. The revised version will be effective at the time we post it. If the revised version includes a Substantial Change, we will provide you with 30 Days' prior notice of any Substantial Change by posting a notice on the "Policy Updates" page of our website.

This is an important document which you must consider carefully when choosing whether to use the PayPal Services. Please note the following risks of using the PayPal Services:

Payments received in your Account may be reversed at a later time, for example, if a payment is subject to a Chargeback, Reversal, Claim or is otherwise invalidated. This means that a payment may be reversed from your Account after you have provided the sender the goods or services that were purchased.

If you are a Seller, you can lower the risk of a payment being reversed from your Account by following the criteria set out in the PayPal Seller Protection section and by following the other guidance provided in the "Security Center page" accessible via every page of the PayPal website.

We may close, suspend, or limit your access to your Account or the PayPal Services, and/or limit access to your funds if you violate this Agreement, the PayPal Acceptable Use Policy, or any other agreement you enter into with PayPal.

This Agreement is not a solicitation of the PayPal Services.

You are required to choose to become a Business and Premier User or a Personal User when you use the PayPal Services. A Business and Premier User is a user

who uses the PayPal Services continuously or regularly. A Personal User is a user who does not use the PayPal Services continuously or regularly. The maximum amount of usage of the PayPal Services for the customer who chooses to become a Personal User is One Hundred Thousand Japanese Yen (100,000 JPY).

In addition, even if you choose to become a Personal User, when the usage of the PayPal Services in a single operation or several operations that appear to be linked exceeds One Hundred Thousand Japanese Yen (100,000 JPY), or an equivalent amount, you are required to be registered as a Business and Premier User.

This Agreement is applicable only to Business and Premier Users. Please refer to Exhibit B – Provision of PayPal Services in Japan (for Business and Premier Users) for terms and conditions applicable specifically to Business and Premier Users registered in Japan.

[Back to top](#)

1. Payment Services and Eligibility.

1.1 Payment Services. PayPal is a payment services provider. Our services allow you to send payments to anyone with a PayPal Account, and, where available, to receive payments. Our service availability varies by country. [Click here](#) to see which services are available in your country of residence.

1.2 Eligibility. To be eligible to use the PayPal Services, you must be at least 18 years old or higher based on the age of majority in your jurisdiction, and a resident of one of the countries listed on the [PayPal Worldwide](#) page. You must list your correct country of residence in your Account. This Agreement applies only to Users who are residents of one of the countries listed in Section 1.1 above. If you are a resident of another country, you may access the agreement that applies to you from our website in your country.

1.3 Information. In order to open and maintain an Account, you must provide us with correct and updated Information.

- 1. Identity Verification.** You authorize PayPal, directly or through third parties, to make any inquiries we consider necessary to validate your identity. This may include asking you for further information or documentation, requiring you to

provide a taxpayer or national identification number, requiring you to take steps to confirm ownership of your email address or financial instruments, ordering a credit report or verifying your Information against third party databases or through other sources.

2. **Credit Report Authorization.** If you open a Premier or Business Account, you are providing PayPal with your written instructions and authorization in accordance with any applicable law to obtain your personal and/or business credit report from a credit bureau. You are also authorizing PayPal to obtain your personal and/or business credit report: (a) when you request certain new products, or (b) at any time PayPal reasonably believes there may be an increased level of risk associated with your Premier or Business Account.
3. **Updates to Information.** If your credit card number or expiration date changes, we may acquire that information from our financial services partner and update your Account.

1.4 Beneficial Owner.

You must be the beneficial owner of the Account, and conduct business only on behalf of yourself.

[Back to top](#)

2. Sending Payments.

2.1 Sending Limits. We may, at our discretion, impose limits on the amount of payments you can send through the PayPal Services. You can view your sending limit, if any, by logging into your Account. If you have a Verified Account, we may increase your sending limits.

2.2 Default Payment Methods. When you make a payment, if you have not selected a Preferred Payment Method, PayPal will fund your transaction in this order (subject to availability based on your Payment Methods and country of registration):

1. Balance
2. Instant Transfer from your bank account
3. Debit card
4. Credit card

5. eCheck

Note: If you do not want to use your balance, you must withdraw it before making a payment.

2.3 Cards as Payment Methods. By adding a debit card or credit card as a Payment Method, you are providing PayPal with continuous authority to automatically charge that card to obtain the relevant funds when the card is used as a Payment Method pursuant to this Agreement. You can stop the continuous authority in respect of any card by removing that card as a Payment Method in your Account Profile.

2.4 Preferred Payment Method. You may select a Preferred Payment Method each time you make a payment, except for a Preapproved Payment or a No Log-In Payment.

For a Preapproved Payment and, in most instances, a No Log-In Payment, you can select a Preferred Payment Method when you provide your initial authorization for this payment and through the My Preapproved Payments section of your Account Profile.

If you select a Preferred Payment Method but have available balance in your Account, your balance will be used to fund your payment. If eCheck is your Preferred Payment Method, it will be used to fund your PayPal payment, even if you have a balance. PayPal may limit the Payment Methods available for a transaction.

2.5 Refused and Refunded Payments. When you send a payment, the recipient is not required to accept it. Any unclaimed, refunded or denied payment will be returned to your balance or to your original Payment Method. We will return any unclaimed payment to you within 30 Days of the date you initiated the payment.

2.6 Merchant Processing Delay. When you send a payment to certain Merchants, you are providing an Authorization to the Merchant to process your payment and complete the transaction. The payment will be held as pending until the Merchant processes your payment. Some Merchants may delay processing your payment. In such an instance, your Authorization will remain valid for up to 30 Days. If your

payment requires a currency conversion, the exchange rate will be determined at the time the Merchant processes your payment and completes the transaction.

2.7 Preapproved Payments. A Preapproved Payment is a payment in which you Authorize a Merchant to directly charge your Account on a one-time, regular, or sporadic basis. Preapproved Payments are sometimes called "subscriptions", "recurring payments", "preauthorized transfers" or "automatic payments".

2.8 Stopping a Preapproved Payment. You may stop a Preapproved Payment at any time up to 3 Business Days prior to the date the next payment is scheduled to be made by notifying PayPal. To stop a Preapproved Payment, access the My Preapproved Payments section of your Account Profile and follow the links to stop the payment. You may also stop a Preapproved Payment by calling PayPal at 1-402-935-2050 (in the U.S.). Once you contact PayPal to stop a Preapproved Payment, all future payments under your agreement with the Merchant will be stopped. If you stop a Preapproved Payment you may still be liable to the Merchant for the payment or for other penalties under the terms of your agreement with the Merchant and you may be required to pay the Merchant through alternative means.

[Back to top](#)

3. Eligibility for Use.

3.1 Ability to Receive Payments. The ability to receive payments varies by country. To determine whether you have the ability to receive payments, [click here](#).

3.2 Automatic Transfer Countries. If you are a resident of an Automatic Transfer Country, then you have the ability to receive payments but you must withdraw the full amount of your payment through an available withdrawal method. If you do not do so, the amounts will be automatically withdrawn from your Account to your withdrawal method on a regular basis. For additional terms regarding Automatic Transfer, please [click here](#).

3.3 Liability for Invalidated Payments. When you receive a payment, you are liable to PayPal for the full amount of the payment sent to you plus any Fees if the payment is later invalidated for any reason. This means that, in addition to any other liability, you will be responsible for the amount of the payment sent by the sender,

plus the applicable Fees listed in Exhibit A (Fees) of this Agreement if you lose a Claim or a Chargeback, or if there is a Reversal of the payment.

You agree to allow PayPal to recover any amounts due to PayPal by debiting your balance. If there are insufficient funds in your balance to cover your liability, you must reimburse PayPal through other means. If a sender of a payment files a Chargeback, the credit card issuer, not PayPal, will determine who wins the Chargeback.

3.4 No Surcharges. You agree that you will not impose a surcharge or any other fee for accepting PayPal as a payment method. You may charge a handling fee in connection with the sale of goods or services, as long as the handling fee does not operate as a surcharge and is not higher than the handling fee you charge for non-PayPal transactions.

3.5 Receiving Personal Payments. If you are selling goods or services, you may not ask the buyer to send you a Personal Payment for the purchase.

3.6 Preapproved Payments and/or No Log-In Payments. If you receive Preapproved Payments and/or No Log-In Payments you must receive your buyer's Authorization to the payment amount, frequency and duration prior to submitting the payment.

3.7 Micropayments for Digital Goods. To qualify to receive Micropayments for Digital Goods, you must submit an application, be approved by us, and have an Account in good standing. By applying for Micropayments for Digital Goods, you agree that for Digital Goods transactions you receive up to the amounts in the table below, then if a buyer opens a Dispute, PayPal may reverse the transaction, and remove the funds from your Account without requiring the buyer to escalate the Dispute to a Claim.

Currency	Amount	Currency	Amount
Australian Dollar:	\$9.99 AUD	New Zealand Dollar:	\$9.99 NZD
Brazilian Real:	R\$7.99 BRL	Norwegian Krone:	29.99 NOK
Canadian Dollar:	\$3.99 CAD		

Czech Republic Koruna:	99.00 CZK	Philippine Peso:	499.99 PHP
Danish Krone:	24.99 DKK	Polish Zlotych:	19.99 PLN
Euro:	€3.99 EUR	Singapore Dollar:	\$9.99 SGD
Hong Kong Dollar:	\$49.99 HKD	Swedish Krona:	34.99 SEK
Hungarian Forint:	999.00 HUF	Swiss Franc:	4.99 CHF
Israeli New Shekel:	15.99 ILS	Taiwan New Dollar:	249.00 TWD
Japanese Yen:	¥999.00 JPY	Thai Baht:	249.99 THB
Mexican New Peso:	\$39.99 MXN	U.K. Pound Sterling:	£3.99 GBP
		U.S. Dollar:	\$3.99 US

[Back to top](#)

4. Account Balances.

4.1 Balances. If you hold a balance, PayPal will hold your funds in pooled accounts separate from its corporate funds, and it will not use your funds for its operating expenses or for any other corporate purposes. PayPal will not voluntarily make your funds available to its creditors in the event of bankruptcy. You will not receive interest or other earnings on the amounts in your balance. PayPal may receive interest on amounts that PayPal holds on your behalf. You agree to assign your rights to PayPal for any interest derived from your funds.

4.2 Setoff of Past Due Amounts. If you have a past due amount owed to PayPal , an Affiliate, or eBay, PayPal may debit your Account to pay any amounts that are more than 180 Days past due.

4.3 Negative Balances and Multiple Currencies. If your Account has a negative balance, PayPal may set-off the negative balance with any funds that you subsequently add or receive into your Account. If you have multiple currency balances in your Account and one of the currency balances becomes negative for any reason, PayPal may set-off the negative balance by using funds you maintain in a different currency balance. If you open more than one Account, PayPal may set off the negative balance in one Account by using any balance that you maintain in your

other Account(s). In the event that a negative balance is offset by PayPal pursuant to this paragraph, it may be bundled with another debit coming out of your Account.

[Back to top](#)

5. Withdrawing Money.

5.1 How to Withdraw Money. Depending on the country in which your Account is registered, you may withdraw funds from your Account in any of these methods: (a) by electronically transferring them to your U.S. bank account or to your local bank account, (b) by electronically transferring them to your Visa branded card, (c) through a PayPal initiated Automatic Transfer to your linked financial instrument, or (d) by requesting a physical check through the mail. You will be charged the Withdrawing your Balance Fee as set out in Exhibit A (Fees). Generally, we will send checks only to confirmed addresses, unless you have a Verified Account. We will not send checks to post office boxes. If you would like us to send a check to an address that does not meet these criteria, you must contact Customer Service and provide the documentation that we request to verify your association with the address. If you fail to cash a check within 180 Days of the date of issuance, we will return the funds to your balance (minus a Fee).

5.2 Withdrawal Limits. Depending on the degree to which you have Verified your Account, we may limit your ability to withdraw funds until you comply with our requests for information. You can view your withdrawal limit, if any, by logging into your Account. In addition, we may delay withdrawals of large sums of money while we perform a risk review.

[Back to top](#)

6. Closing Your Account.

6.1 How to Close Your Account. You may close your Account at any time by following the instructions in your Account Profile. Upon Account closure, we will cancel any pending transactions and you will forfeit any balances associated with Redemption Codes, unless otherwise legally prohibited. You must withdraw your balance prior to closing your Account. No fees will be incurred strictly in respect of the closing of your Account.

6.2 Limitations on Closing Your Account. You may not evade an investigation by closing your Account. If you close your Account while we are conducting an

investigation, we may hold your funds to protect PayPal, our Affiliates or a third party against the risk of Reversals, Chargebacks, Claims, fees, fines, penalties and other liability. You will remain liable for all obligations related to your Account even after the Account is closed.

[Back to top](#)

7. PayPal Buyer Protection.

7.1 Types of Problems Covered. PayPal Buyer Protection helps you if you encounter either of these problems:

1. **"Item Not Received"** (INR): You did not receive the item you paid for with PayPal; or
2. **"Significantly Not as Described"** (SNAD) You received an item you paid for with PayPal but it is Significantly Not as Described (SNAD).

If your problem is a transaction that you did not authorize, please see section 8 below.

An item is "Significantly Not as Described" (SNAD) if it is materially different from what the Seller described on its website or in the item listing. Here are some examples:

- You received a completely different item. For example, you purchased a book and received a DVD or an empty box.
- The condition of the item was misrepresented. For example, the description when you bought the item said "new" and the item was used.
- The item was advertised as authentic but is not authentic.
- The item is missing major parts or features which were not disclosed in its description when you bought the item.
- You purchased three items from a Seller but only received two.
- The item was materially damaged during shipment.

An item is **not** Significantly Not as Described (SNAD) if it is materially similar to the Seller's item listing description. Here are some examples:

- The defect in the item was correctly described by the Seller.
- The item was properly described but you didn't want it after you received it.
- The item was properly described but did not meet your expectations.
- The item has minor scratches and was listed as used condition.

7.2 Eligibility Requirements.

1. To be eligible for PayPal Buyer Protection you must meet all of the following requirements:

- Pay for the full amount of the item with one payment from your Account. Items purchased with multiple payments or installments are not eligible.
- Open a Dispute within 180 Days of the date you sent the payment – then follow the online dispute resolution process described below under "Dispute Resolution".
- Have an Account in good standing.
- You have not received a recovery related to such purchase from another source.

7.3 Ineligible Items. Payments for the following are **not** eligible for reimbursement under PayPal Buyer Protection:

- Real estate
- Businesses (when you buy a business)
- Vehicles, including motorcycles, caravans, aircrafts and boats
- Custom made items with SNAD issues
- Items that violate [PayPal's Acceptable Use Policy](#) Items which you collect in person, or arrange to be collected on your behalf, including at a retail point of sale
- Industrial machinery used in manufacturing
- Items equivalent to cash, including prepaid or gift cards
- Personal Payments

Even if your payment is not eligible for PayPal Buyer Protection, you can file a Dispute and resolve the issue directly with the Seller, however, PayPal will not find in your favor if you escalate a Dispute to a Claim when an item is not eligible for PayPal Buyer Protection.

7.4 Coverage Amount. If you are eligible for PayPal Buyer Protection and PayPal finds in your favor on your Claim, PayPal will reimburse you for the full purchase price of the item and original shipping costs.

PayPal will not reimburse you for the return shipping costs that you incur to return a Significantly Not as Described (SNAD) item to the Seller or other party specified by PayPal. If the Seller presents evidence that they delivered the goods to your address, PayPal may find in favor of the Seller for an Item Not Received (INR) Claim even if you did not receive the goods.

7.5 Dispute Resolution. If you are unable to resolve a problem directly with a Seller, you can go to the [Resolution Center](#) and follow this process:

- **Open a Dispute.** Open a Dispute **within 180 Days** of the date you made the payment to negotiate with the Seller for resolution of the Dispute.
- **Escalate the Dispute to a Claim.** If you and the Seller are unable to come to an agreement, you can escalate the Dispute to a Claim **within 20 Days** after opening the Dispute.

You must wait at least 7 Days from the date of payment to escalate a Dispute for an Item Not Received (INR), unless the Dispute is for the equivalent of \$2,500 USD or more (or other currency equivalent). If you do not escalate the Dispute to a Claim within 20 Days, PayPal will permanently close the Dispute.

- **Respond to PayPal's requests for information in a timely manner.** During the Claim process, PayPal may require you to provide documentation to support your position.
- **Comply with PayPal's shipping requests in a timely manner.** For Significantly Not as Described (SNAD) Claims, PayPal will generally require you, at your expense, to ship the item back to the Seller, or to PayPal, or to a third party and to provide proof of delivery.

For transactions that total less than \$250 USD, proof of delivery is confirmation that can be viewed online and includes the delivery address showing at least city/state or postal code, delivery date, and the URL to the shipping company's website if you've selected "Other" in the shipping drop down menu. For transactions that total \$250 USD or more (or the equivalents in other currencies as listed in the table below), you must also get a signature confirmation of the delivery.

\$250 USD signature confirmation requirement – other currencies equivalents:

Currency	Amount
Australian Dollar:	\$350 AUD
Brazilian Real:	R \$500 BRL
Canadian Dollar:	\$325 CAD
Czech Republic Koruna:	6,000 CZK
Danish Krone:	1,500 DKK
Euro:	€200 EUR
Hong Kong Dollar:	\$2,000 HKD
Hungarian Forint:	55,000 HUF
Israeli New Shekel:	1,000 ILS
Japanese Yen:	¥28,000 JPY
Malaysian Ringgit	1000 MYR
Mexican New Peso:	\$2,200 MXN

Currency	Amount
New Zealand Dollar:	\$380 NZD
Norwegian Krone:	1,600 NOK
Philippine Peso:	12500 PHP
Polish New Zloty:	800 PLN
Russian Ruble:	8,500 RUB
Singapore Dollar:	\$ 400 SGD
Swedish Krona:	2,000 SEK
Swiss Franc:	330 CHF
Taiwan New Dollar:	8250 TWD
Thai Baht:	9000 THB
Turkish Lira:	375 TRY
U.K. Pound Sterling:	£150 GBP
U.S. Dollar:	\$ 250.00 USD

- Claim Resolution Process.** Once a Dispute has been escalated to a Claim, PayPal will make a final decision in favor of the buyer or the Seller. You may be asked to provide receipts, third party evaluations, police reports, or anything else that PayPal specifies. PayPal retains full discretion to make a final decision in favor of the buyer or the Seller. In the event that PayPal makes a final decision in favor of the buyer or Seller, each party must comply with PayPal's decision. PayPal will generally require the buyer to ship an item that the buyer claims is SNAD back to the Seller (at the buyer's expense), and PayPal will generally require a Seller to accept the item back and refund the buyer the full purchase price plus original shipping costs. In the event a Seller loses a Claim, the Seller will not receive a refund on his or her PayPal fees associated with the transaction. If you are a Seller and you lose a SNAD

Claim because the item you sold is counterfeit, you will be required to provide a full refund to the buyer and you will not receive the item back.

7.6 Digital Goods Micropayment Disputes and Claims. If you file a Dispute for a Digital Goods purchase of up to the amounts in the table below, PayPal may, at its sole discretion, refund the transaction without requiring you to escalate the Dispute to a Claim.

Currency	Amount	Currency	Amount
Australian Dollar:	\$9.99 AUD	New Zealand Dollar:	\$9.99 NZD
Brazilian Real:	7.99 BRL	Norwegian Krone:	29.99 NOK
Canadian Dollar:	\$3.99 CAD	Philippine Peso:	499.99 PHP
Czech Koruna:	99.99 CZK	Polish Zlotych:	19.99 PLN
Danish Krone:	24.99 DKK	Singapore Dollar:	\$9.99 SGD
Euro:	€3.99 EUR	Swedish Krona:	34.99 SEK
Hong Kong Dollar:	\$49.99 HKD	Swiss Franc:	4.99 CHF
Hungarian Forint:	999 HUF	Taiwan New Dollar:	249.00 TWD
Israeli New Shekel:	15.99 ILS	Thai Baht:	249.99 THB
Japanese Yen:	¥999 JPY	U.K. Pound Sterling:	£3.99 GBP
Mexican Peso:	\$39.99 MXN	U.S. Dollar:	\$3.99 USD

PayPal may limit the number of Digital Goods refunds that you may receive. If these are limited or if your purchase is not eligible for coverage, you will still be able to follow PayPal's standard dispute resolution processes described in this Section 7 to attempt to resolve the issue with the Seller directly.

7.7 Relationship between PayPal's protection programs and Chargebacks.

Credit card Chargeback rights, if they apply, may be broader than PayPal's protection programs. Chargebacks may cover unsatisfactory items even if they do not qualify as SNAD, and may cover intangible items. You may pursue a Dispute/Claim with PayPal, or you may contact your credit card company and pursue your Chargeback rights. You may not pursue both at the same time or seek a double recovery. If you have an open Dispute or Claim with PayPal, and also file a

Chargeback with your credit card company, PayPal will close your Dispute or Claim, and you will have to rely solely on your Chargeback rights.

Before contacting your card issuer or filing a Dispute with PayPal, you should contact the Seller to resolve your issue in accordance with the Seller's return policy as stated on their auction or website.

7.8 No Double Recovery. You may not file a Dispute/Claim, or receive a recovery, for a purchase under PayPal Buyer Protection if you have already received a recovery for that purchase directly from the Seller or another third party, or if you have already filed a case for that purchase with the Seller or another third party.

[Back to top](#)

8. Errors and Unauthorized Transactions.

8.1 Protection for Unauthorized Transactions and Errors. When an Unauthorized Transaction or an Error occurs in your Account, PayPal will cover you for the full amount of every eligible Unauthorized Transaction or Error so long as you follow the procedures discussed below.

An Unauthorized Transaction occurs when a payment is sent from your Account that you did not authorize and that did not benefit you. For example, if someone steals your password, uses the password to access your Account, and sends a payment from your Account, an Unauthorized Transaction has occurred. If you give someone access to your Account (by giving them your login information) and they conduct transactions without your knowledge or permission, you are responsible for any resulting use.

8.2 Notification Requirements.

1. You should immediately notify PayPal if you believe:
 1. there has been an Unauthorized Transaction or unauthorized access to your Account;
 2. there is an Error in your Account history statement (you can access your Account history by logging into your Account and clicking on a link to "View all of my transactions") or in your transaction confirmation sent to you by email;
 3. your password or PayPal Mobile PIN has been compromised;

4. your PayPal Mobile-activated phone has been lost, stolen or deactivated;
or
 5. you need more information about a transaction listed on the statement or transaction confirmation.
2. To be eligible for protection for Unauthorized Transactions, you must notify us within 60 Days after any Unauthorized Transaction first appears in your Account history statement. We will extend the 60 Day time period if a good reason, such as a hospital stay, kept you from notifying us within 60 Days.

You should regularly log into your Account and review your Account history statement to ensure that there has not been an Unauthorized Transaction or Error. PayPal will also send an email to the primary email address you have provided in order to notify you of each transaction from your Account. You should also review these transaction confirmations to ensure that each transaction was authorized and is accurate.

For Unauthorized Transactions or Errors in your Account, notify us as follows:

- [Use this form](#) to file a report in the PayPal Security Center; or
- Write to PayPal, Attn: Error Resolution Department, P.O. Box 45950, Omaha, NE 68145-0950; or
- Call PayPal Customer Service at (402) 935-7733 (in the U.S.).

When you notify us, provide us with all of the following information:

- Your name and email address registered to your Account;
- A description of any suspected Unauthorized Transaction or Error and an explanation as to why you believe it is incorrect or why you need more information to identify the transaction; and
- The amount of any suspected Unauthorized Transaction or Error.

If you notify us orally, we may require that you send us your complaint or question in writing within 10 Business Days. During the course of our investigation, we may request additional information from you.

8.3 PayPal Actions after Receipt of Your Notification. Once you notify us of any suspected Unauthorized Transaction or Error, or we otherwise learn of one, we will do the following:

- We will conduct an investigation to determine whether there has been an Unauthorized Transaction or Error that is eligible for protection.
- We will complete our investigation within 10 Business Days of the date we received your notification of the suspected Unauthorized Transactions or Error. If your Account is new (the first transaction from your Account was less than 30 Business Days from the date you notify us), we may take up to 20 Business Days to complete this investigation. If we need more time, we may take up to 45 Days to complete our investigation (or up to 90 Days for new Accounts, or if your transaction was at a point of sale where you were physically present, or a foreign initiated transaction).
- If we decide that we need more time to complete our investigation, we will provisionally credit your Account for the amount of the suspected Unauthorized Transaction or Error. You will receive the provisional credit within 10 Business Days of the date we received your notice (or 20 Business Days for new Accounts). This will allow you to have use of the money until we complete the investigation. We will notify you of the provisional credit within 2 Business Days of the crediting. If we ask you to put your complaint or question in writing and we do not receive it within 10 Business Days (or 20 Business Days for new Accounts), we will not provisionally credit your Account.
- We will inform you of our decision within 3 Business Days after completing our investigation.

If we determine that there was an Unauthorized Transaction or Error, we will promptly credit the full amount into your Account within 1 Business Day of our determination. Or, if you have already received a provisional credit, you will be allowed to retain those amounts.

If we decide that there was not an Unauthorized Transaction or Error, we will include an explanation of our decision in our email to you. If you received a provisional credit, we will remove it from your Account and notify you of the

date and amount of the debit. You may request copies of the documents that we used in our investigation.

8.4 PayPal Errors. We will rectify any Error that we discover. If the Error results in your receipt of less than the correct amount to which you are entitled, PayPal will credit your Account for the difference. If the Error results in your receipt of more than the correct amount to which you are entitled, PayPal will debit the extra funds from your Account.

8.5 Your Errors. If you erroneously send a payment to the wrong party, or send a payment for the wrong amount (based on a typographical error, for example), your only recourse will be to contact the party to whom you sent the payment and ask them to refund the payment. PayPal will not reimburse you or reverse a payment that you have made in error.

[Back to top](#)

9. PayPal Seller Protection.

9.1 PayPal Seller Protection. PayPal Seller Protection is protection we provide to Sellers in Japan from Claims, Chargebacks, or Reversals that are based on

- Unauthorized Transaction; or
- Item Not Received.

PayPal Seller Protection is available for eligible payments from buyers in any country. If you sell or market to buyers in other countries, you should read the PayPal Buyer Protection policies of the countries in which your target buyers are based (the relevant PayPal Buyer Protection policies are available [here](#)) as these policies will apply to you as a payment recipient or Seller.

9.2 Scope of Protection. PayPal will pay you the full amount of the eligible payment and waive the Chargeback Fee, if applicable.

9.3 Eligibility Requirements.

You must meet all of these requirements to be eligible for PayPal Seller Protection:

1. The item purchased must be a physical, tangible goods (except for motor vehicles);
2. You receive payment via PayPal from a buyer's PayPal Account;
3. You must accept a single payment from one PayPal Account for the purchase (partial payment and/or payment in installments are excluded);
4. You post the item to the shipping address on the "Transaction Details" page. If the item is delivered in person or picked up in person or if you post the item to a different address (for example, if the buyer asks that you send to another address on the basis that it is a "work address" or a "gift address"), then you will not be eligible for the PayPal Seller Protection;
5. Follow the postage requirements described below;
6. The transaction must be marked by PayPal as eligible or partially eligible for PayPal Seller Protection on your Account "Transaction Details" page. If it is marked eligible, protection for both Unauthorized Transaction and Item Not Received will apply. If it is marked partially eligible, protection for only Item Not Received will apply;
7. You must respond to PayPal's requests for documentation or other information that is reasonably required by PayPal to investigate in a timely manner;
8. Your eligibility is not otherwise suspended.

9.4 Postage Requirement.

	Postage requirement
Protection for Item Not Received	For items less than \$750 USD (or equivalent as set out below), Proof of Shipment For items of \$750 USD (or equivalent as set out below) or more, Proof of Delivery with Signature Confirmation
Protection for Unauthorized Transaction	Proof of Shipment

Currency*	Amount	Currency*	Amount
Australian Dollar	\$850 AUD	New Zealand Dollar	\$950 NZD
Brazilian Real	\$1750 BRL	Norwegian Krone	4,600 NOK

Canadian Dollar	\$850 CAD	Philippine Peso	34,000 PHP
Czech Republic Koruna	15,000 CZK	Polish New Zloty	2,300 PLN
Danish Krone	4,100 DKK	Russian Ruble:	27,000 RUB
Euro	€550 EUR	Singaporean Dollar	\$950 SGD
Hong Kong Dollar	\$6,000 HKD	Swedish Krona	4,950 SEK
Hungarian Forint	170,000 HUF	Swiss Franc	700 CHF
Israeli New Shekel	2,700 ILS	Taiwan New Dollar	23,000 TWD
Japanese Yen	¥77,000 JPY	Thai Baht	24,500 THB
Malaysian Ringgit	2,500 MYR	Turkish Lira	1,600 TRY
Mexican Peso	\$10,000 MXN	U.K. Pound Sterling	£450 GBP
		U.S. Dollar	\$750 USD

"Proof of Shipment" means online or physical documentation from a shipping company that includes all of the following:

1. Status of "shipped" (or equivalent) and the date of postage;
2. The recipient's name and address must match those shown on the "Transaction Details" page;
3. The sender's name and address must match the Seller's name and address;
4. Online tracking information showing status of shipment.

"Proof of Delivery with Signature Confirmation" means online or physical documentation from a shipping company that includes (or where the shipping company warrants that they have obtained) all of the following:

1. A status of "delivered" (or equivalent) and the date of delivery;
2. The recipient's name and address must match those shown on the "Transaction Details" page;
3. Online documentation that can be viewed at the shipping company's website and indicates that the item was signed for on delivery.

Section 9.5 PayPal Seller Protection Process. PayPal will place a temporary hold on the funds in your Account to cover the full amount of the Claim, Chargeback or Reversal. We will ask you to provide Proof of Shipment or Proof of Delivery with

Signature Confirmation and any other information we need to determine whether the transaction meets the eligibility requirements for PayPal Seller Protection.

We will use our reasonable discretion to determine whether a transaction meets the PayPal Seller Protection eligibility requirements. If it does, we will lift the temporary hold and restore the funds to your Account.

If the payment is not covered by PayPal Seller Protection, PayPal will remove the funds from your Account and return the payment to the buyer. In addition, you will be responsible for PayPal's Chargeback Fee, if applicable.

Section 9.6 Suspension of Eligibility for PayPal Seller Protection. We may suspend your eligibility for PayPal Seller Protection if we hold a reasonable belief that there is an increased risk associated with your Account. In assessing a risk, we will consider the:

- Total monetary amount and/or the number of Claims, Chargebacks or Reversals issued against your PayPal Account;
- Reasonable risk of your Account to the integrity of PayPal and our system;
and
- Potential losses occurring to us or our users.

We may suspend your eligibility for PayPal Seller Protection if it is linked or associated with another Account which has been suspended.

We will lift the suspension provided we no longer hold a reasonable belief that there is an increased risk associated with your Account.

If we reasonably believe a risk still exists, we may in our sole discretion, may require you to take certain action in order to lift the suspension of your eligibility for PayPal Seller Protection. You must follow our directions as reasonably required by PayPal within the timeframe specified.

We will notify you by email if we suspend or lift the suspension of your eligibility for PayPal Seller Protection.

Section 9.7 Examples of Items/Transactions not Eligible for PayPal Seller Protection.

The following are examples of items/transactions not eligible for PayPal Seller Protection:

- Claims or Chargebacks for Significantly Not as Described.
- Items that you deliver in person, including at a point of sale.
- Intangible items, including businesses, Digital Goods, travel tickets, gift vouchers and services.
- PayPal Direct Payments (including Virtual Terminal Payments and Website Payments Pro/Plus payments), PayPal Here Payments (including, without limitation, check-in payments and invoice payments), PayPal carrier billing products and PayPal Email Payments
- Items that are not shipped to the recipient address. If you originally ship the item to the recipient address but the item is later redirected to a different address, you will not be eligible for PayPal Seller Protection. We therefore recommend not using a shipping service that is arranged by the buyer, so that you will be able to provide valid proof of shipping and delivery.
- Items that are sent after PayPal has advised the Seller not to release the item.

9.8 Exclusions from PayPal Seller Protection.

If we reasonably determine, having considered all relevant circumstances, that you have abused the PayPal Seller Protection Policy, we may at our sole discretion, exclude you from the PayPal Seller Protection Policy or take any other actions pursuant to this Agreement. We will notify you if you are excluded.

If you receive payment under PayPal Seller Protection which you are not entitled or eligible to receive, the payments are repayable immediately by you and may be recovered as a debt due and payable to PayPal.

[Back to top](#)

10. Restricted Activities.

10.1 Restricted Activities. In connection with your use of our website, your Account, the PayPal Services, or in the course of your interactions with PayPal, other Users, or third parties, you will not:

1. Breach this Agreement, the [Commercial Entity Agreement](#), the [Acceptable Use Policy](#) or any other Policy that you have agreed to with PayPal;
2. Violate any law, statute, ordinance, or regulation and as a Business and Premier User, will not make payment to sanctioned countries, in particular North Korea and Iran, or in exchange for embargoed goods such as weapons and nuclear related development pursuant to the "Regulation on trade-related payment and the "Regulation on the purpose of use of funds" of the Foreign Exchange and Foreign Trade Act;
3. Infringe PayPal's or any third party's copyright, patent, trademark, trade secret or other intellectual property rights, or rights of publicity or privacy;
4. Sell counterfeit goods;
5. Act in a manner that is defamatory, trade libelous, threatening or harassing;
6. Provide false, inaccurate or misleading Information;
7. Engage in potentially fraudulent or suspicious activity and/or transactions;
8. Refuse to cooperate in an investigation or provide confirmation of your identity or any Information you provide to us;
9. Receive or attempt to receive funds from both PayPal and the Seller, bank or credit card issuer for the same transaction during the course of a dispute;
10. Control an Account that is linked to another Account that has engaged in any of these Restricted Activities;
11. Conduct your business or use the PayPal Services in a manner that results in or may result in complaints, Disputes, Claims, Reversals, Chargebacks, fees, fines, penalties and other liability to PayPal, other Users, third parties or you;
12. Have a credit score from a credit reporting agency that indicates a high level of risk associated with your use of the PayPal Services;
13. Use your Account or the PayPal Services in a manner that PayPal, Visa, MasterCard, American Express, Discover or any other electronic funds transfer network reasonably believes to be an abuse of the card system or a violation of card association or network rules;
14. Allow your Account to have a negative balance;
15. Provide yourself a cash advance from your credit card (or help others to do so);

16. Access the PayPal Services from a country that is not listed on PayPal's [Worldwide page](#).
17. Disclose or distribute another User's Information to a third party, or use the Information for marketing purposes unless you receive the User's express consent to do so;
18. Send unsolicited email to a User or use the PayPal Services to collect payments for sending, or assisting in sending, unsolicited email to third parties;
19. Take any action that imposes an unreasonable or disproportionately large load on our infrastructure;
20. Facilitate any viruses, trojan horses, worms or other computer programming routines that may damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or Information;
21. Use an anonymizing proxy; use any robot, spider, other automatic device, or manual process to monitor or copy our website without our prior written permission;
22. Use any device, software or routine to bypass our robot exclusion headers, or interfere or attempt to interfere with our website or the PayPal Services; or
23. Take any action that may cause us to lose any of the services from our Internet service providers, payment processors, or other suppliers.

[Back to top](#)

11. Your Liability - Actions We May Take.

11.1 Your Liability.

1. **General.** You are responsible for all Reversals, Chargebacks, Claims, fees, fines, penalties and other liability incurred by PayPal, a User, or a third party caused by or arising out of your breach of this Agreement, and/or your use of the PayPal Services. You agree to reimburse PayPal, a User, or a third party for any and all such liability.
2. **Liability for Claims under PayPal Buyer Protection.** If you are a Seller and you lose a Claim filed directly with PayPal, you will be required to reimburse PayPal for your liability. Where you receive payment from a PayPal Account holder in another country and we determine under the Buyer Protection policy of that country that the funds received should be returned or reversed, you will be required to reimburse PayPal for your liability (before receiving payment from a

PayPal Account holder in another country, you should review the relevant PayPal Buyer Protection policies available [here](#)). Your liability will include the full purchase price of the item plus the original shipping cost (and in some cases you may not receive the item back), and the PayPal Fees that you were charged for the transaction. PayPal Seller Protection will cover your liability for eligible Claims based on Item not Received, and eligible Unauthorized Transactions - see Section 9 (PayPal Seller Protection) above.

If a buyer files a Significantly Not as Described (SNAD) Claim for an item he or she purchased from you, you will generally be required to accept the item back and refund the buyer the full purchase price plus original shipping costs. You will not receive a refund on your PayPal Fees. Further, if you lose a SNAD Claim because we, in our sole discretion, reasonably believe the item you sold is counterfeit, you will be required to provide a full refund to the buyer and you will not receive the item back (for instance, it may be disposed of or otherwise irreversibly dealt with). PayPal Seller Protection will not cover your liability for SNAD Claims.

3. **Liability for claims filed under eBay's Money Back Guarantee Program.** If you are an eBay Seller and eBay makes a final decision pursuant to its eBay Money Back Guarantee program holding you liable to reimburse the buyer, then you authorize PayPal to remove funds from your Account in an amount not greater than the amount of such claim and remit such funds to eBay. If your balance is insufficient to cover the amount of such a claim, PayPal will place a hold on your Account. This hold will remain on your Account until: (1) the date that sufficient funds become available to cover the amount of such claim, at which time such funds will be removed from your Account; or (2) 20 Days from the date of eBay's final decision, at which time an amount not greater than the amount of such claim will be removed from your Account.
4. **Liability for instructions given by you on your Account.** Any instructions given by you on your Account (whether verbal or in writing) once you have authenticated will be relied on by PayPal. PayPal will not be liable for any loss or damage you or anyone else suffers where PayPal acts on those instructions in good faith, unless it was proved that PayPal was negligent.

11.2 Reimbursement for Your Liability. In the event that you are liable for any amounts owed to PayPal, PayPal may immediately remove such amounts from your

balance. If you do not have a balance that is sufficient to cover your liability, your remaining balance (if any) will be removed, your Account will have negative balance up to the amount of your liability, and you will be required to immediately Add Money to your Balance or reimburse PayPal through an alternative method. If you do not do so, PayPal may engage in collection efforts to recover such amounts from you.

11.3 Actions by PayPal – Restricted Activities. If PayPal, in its sole discretion, believes that you may have engaged in any Restricted Activities, we may take various actions to protect PayPal, our Affiliates, other Users, other third parties or you from Reversals, Chargebacks, Claims, fees, fines, penalties and any other liability. The actions we may take include but are not limited to the following:

1. We may close, suspend, or limit your access to your Account or the PayPal Services;
2. We may suspend your eligibility for PayPal Buyer Protection and/or PayPal Seller Protection.
3. We may refuse to provide the PayPal Services to you now and in the future; and
4. We may hold your funds for a period of time reasonably needed to protect against the risk of liability to PayPal or a third party, or if we believe that you may be engaging in potentially fraudulent or suspicious activity and/or transactions.

11.4 Actions by PayPal - Holds.

1. **Risk-Based Holds.** PayPal, in its sole discretion, may place a hold on any or all of the payments you receive when PayPal believes there may be a high level of risk associated with you, your Account, or any or all of your transactions. PayPal's determination may be based on different factors and PayPal may rely on information it receives from third parties. If PayPal places a hold on a payment, the funds will appear in your "pending balance" and the payment status will indicate the hold, for example it can show as "Completed - Funds not yet available." If PayPal places a hold on any or all of the payments you receive, PayPal will provide you with notice of our actions. PayPal will release the hold on any payment after 30 Days from the date the payment was received into your Account unless PayPal has a reason to continue to hold the payment such as (a) the receipt of a Dispute, Claim, Chargeback, or Reversal, (b) PayPal believes that you have violated the terms of this Agreement or any other Policy

and that such a violation results in the need to continue holding the funds, or (c) PayPal believes that you may be engaging in potentially fraudulent or suspicious activity and/or transactions. In such an event, PayPal may continue holding the payment in your Account until the matter is resolved pursuant to this Agreement. PayPal, in its sole discretion, may release the hold earlier under certain circumstances, for example when you upload tracking information of the item you shipped.

- 2. Disputed Transaction Holds.** If a User files a Dispute, Claim, Chargeback or Reversal on a payment you received, PayPal may place a temporary hold on the funds in your Account to cover the amount of the liability. If you win the dispute or the transaction is eligible for PayPal Seller Protection, PayPal will lift the temporary hold. If you lose the dispute, PayPal will remove the funds from your Account. This process also applies to any claim that a buyer files directly with eBay through the eBay Money Back Guarantee program.

11.5 Actions by PayPal - Reserves.

PayPal, in its sole discretion, may place a Reserve on funds held in your Premier or Business Account when PayPal believes there may be a high level of risk associated with your Account. If PayPal places a Reserve in your Account, transactions will be shown as "pending" in your PayPal balance, and you will not have access to funds in a "pending" status until they are cleared. If your Account is subject to a Reserve, PayPal will provide you with notice specifying the terms of the Reserve. The terms may require that a certain percentage of the amounts received into your Account are held for a certain period of time, or that a certain amount of money is held in Reserve, or anything else that PayPal determines is necessary to protect against the risk associated with your Account. PayPal may change the terms of the Reserve at any time by providing you with notice of the new terms.

11.6 Actions by PayPal - Account Closure, Termination of Service, Limited Account Access; Confidential Criteria. PayPal, in its sole discretion, reserves the right to terminate this Agreement and/or access to the PayPal Services for any reason and at any time upon notice and payment to you of any unrestricted funds held in your balance. If we limit access to your Account, including through a Reserve or hold, we will provide you with notice of our actions, and the opportunity to request restoration of access if, in our sole discretion, we deem it appropriate. Further, you acknowledge that PayPal's decision to take certain actions, including limiting access

to your Account, placing holds or imposing Reserves, may be based on confidential criteria that is essential to our management of risk, the security of Users' Accounts and the PayPal system. You agree that PayPal is under no obligation to disclose the details of its risk management or its security procedures to you.

11.7 Acceptable Use Policy Violations. If you violate the [Acceptable Use Policy](#) then in addition to the above actions you will be liable to PayPal for the amount of PayPal's damages for each violation of the Acceptable Use Policy. You agree that \$2,500.00 USD (or equivalent) per transaction in violation of the Acceptable Use Policy is presently a reasonable minimum estimate of PayPal's actual damages considering all currently existing circumstances, including the relationship of the sum to the range of harm to PayPal that reasonably could be anticipated because due to the nature of the violations of the Acceptable Use Policy, actual damages would be impractical or extremely difficult to calculate. PayPal may deduct such damages directly from any existing balance in the offending Account, or any other Account you control.

[Back to top](#)

12. Disputes with PayPal.

12.1 Contact PayPal First. If a dispute arises between you and PayPal, our goal is to learn about and address your concerns and, if we are unable to do so to your satisfaction, to provide you with a neutral and cost effective means of resolving the dispute quickly. Disputes between you and PayPal regarding the PayPal Services may be reported to Customer Service online through the [PayPal Help Center](#) at any time, or by calling (402) 935-2050 (in the U.S.) from 6 AM to midnight, U.S. Central Time.

12.2 Arbitration. For any claim (excluding claims for injunctive or other equitable relief) where the total amount of the award sought is less than \$10,000.00 USD (or other currencies equivalents), the party requesting relief may elect to resolve the dispute in a cost effective manner through binding non-appearance-based arbitration. If a party elects arbitration, that party will initiate such arbitration through the Singapore International Arbitration Centre or any other established alternative dispute resolution ("ADR") provider mutually agreed upon by the parties. The ADR provider and the parties must comply with the following rules: a) the arbitration shall be conducted by telephone, online and/or be solely based on written submissions,

the specific manner shall be chosen by the party initiating the arbitration; b) the arbitration shall not involve any personal appearance by the parties or witnesses unless otherwise mutually agreed by the parties; and c) any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.

12.3 Law and Forum for Disputes. Except as otherwise agreed by the parties or as described in Section 12.2 above, you agree that any claim or dispute you may have against PayPal must be resolved by a court located in Singapore or where the defendant is located. You agree to submit to the personal jurisdiction of the courts located within Singapore for the purpose of litigating all such claims or disputes. This Agreement shall be governed in all respects by the laws of Singapore as such laws are applied to agreements entered into and to be performed entirely within Singapore, without regard to conflict of law provisions.

12.4 Improperly Filed Litigation. All claims you bring against PayPal must be resolved in accordance with Section 12 of this Agreement. All claims filed or brought contrary to Section 12 shall be considered improperly filed and a breach of this Agreement. Should you file a claim contrary to Section 12, PayPal may recover attorneys' fees and costs (including in-house attorneys and paralegals) up to \$1,000.00 USD, provided that PayPal has notified you in writing of the improperly filed claim, and you have failed to promptly withdraw the claim.

12.5 Notices to You. You agree that PayPal may provide you Communications about your Account and the PayPal Services electronically. PayPal reserves the right to close your Account if you withdraw your consent to receive electronic Communications. Any electronic Communications will be considered to be received by you within 24 hours of the time we post it to our website or email it to you. Any notice sent to you by postal mail will be considered to be received by you 3 Business Days after we send it.

12.6 Notices to PayPal. Except as otherwise stated above in Section 8 (Errors and Unauthorized Transactions) and Section 12.1, notice to PayPal must be sent by postal mail to: PayPal Pte. Ltd., Attention: Legal Department, 5 Temasek Boulevard #09-01, Suntec Tower Five, Singapore 038985.

12.7 Insolvency Proceedings. If any proceeding by or against you is commenced under any provision of any bankruptcy or insolvency law, PayPal will be entitled to recover all reasonable costs or expenses (including reasonable attorneys' fees and expenses) incurred in connection with the enforcement of this Agreement.

12.8 Release of PayPal. If you have a dispute with one or more Users, you release PayPal and our Affiliates (and our officers, directors, agents, joint ventures, employees and suppliers) from any and all claims, demands and damages (actual and consequential) of every kind and nature arising out of or in any way connected with such disputes.

[Back to top](#)

13. General Terms.

13.1 Limitations of Liability.

IN NO EVENT SHALL WE, OUR AFFILIATES, OUR OFFICERS, DIRECTORS, AGENTS, JOINT VENTURES, EMPLOYEES OR SUPPLIERS BE LIABLE FOR LOST PROFITS OR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF DATA OR LOSS OF BUSINESS) ARISING OUT OF OR IN CONNECTION WITH OUR WEBSITE, THE PAYPAL SERVICES, OR THIS AGREEMENT (HOWEVER ARISING, INCLUDING NEGLIGENCE) UNLESS AND TO THE EXTENT PROHIBITED BY LAW. OUR LIABILITY, AND THE LIABILITY OF OUR AFFILIATES, OUR OFFICERS, DIRECTORS, AGENTS, JOINT VENTURES, EMPLOYEES AND SUPPLIERS, TO YOU OR ANY THIRD PARTIES IN ANY CIRCUMSTANCE IS LIMITED TO THE ACTUAL AMOUNT OF DIRECT DAMAGES.

13.2 Services Limitation. PayPal is not a bank and the PayPal Services are payment processing services rather than banking services. PayPal is not acting as a trustee, fiduciary or escrow with respect to your funds, but is acting only as an agent and custodian. PayPal does not have control of, nor liability for, the products or services that are paid for with the PayPal Services. We do not guarantee the identity of any User or ensure that a buyer or a Seller will complete a transaction.

13.3 No Warranty. THE PAYPAL SERVICES ARE PROVIDED "AS IS" AND WITHOUT ANY REPRESENTATION OF WARRANTY, WHETHER EXPRESS,

IMPLIED OR STATUTORY. PAYPAL, AND OUR AFFILIATES, OUR OFFICERS, DIRECTORS, AGENTS, JOINT VENTURES, EMPLOYEES AND OUR SUPPLIERS SPECIFICALLY DISCLAIM ANY IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. PayPal does not have any control over the products or services that are paid for with the PayPal Services and PayPal cannot ensure that a buyer or a Seller you are dealing with will actually complete the transaction or is authorized to do so. PayPal does not guarantee continuous, uninterrupted or secure access to any part of the PayPal Services, and operation of our site may be interfered with by numerous factors outside of our control. PayPal will make reasonable efforts to ensure that requests for electronic debits and credits involving bank accounts, credit cards, and check issuances are processed in a timely manner but PayPal makes no representations or warranties regarding the amount of time needed to complete processing because the PayPal Services are dependent upon many factors outside of our control, such as delays in the banking system or mail service. Some jurisdictions do not allow the disclaimer of implied warranties, so the foregoing disclaimers may not apply to you. This paragraph gives you specific legal rights and you may also have other legal rights that vary from country to country.

13.4 Indemnification. You agree to defend, indemnify and hold PayPal our Affiliates, and our officers, directors, agents, joint ventures, employees and suppliers harmless from any claim, demand (including attorneys' fees), fine, or other liability incurred by any third party due to or arising out of your breach of this Agreement and/or your use of the PayPal Services.

13.5 License Grant. If you are using PayPal software such as an API, developer's toolkit or other software application that you have downloaded to your computer, device, or other platform, then PayPal grants you a revocable, non-exclusive, non-transferable license to use PayPal's software in accordance with the documentation. This license grant includes the software and all updates, upgrades, new versions and replacement software. You may not rent, lease or otherwise transfer your rights in the software to a third party. You must comply with the implementation and use requirements contained in all PayPal documentation accompanying the PayPal Services. If you do not comply with PayPal's implementation and use requirements you will be liable for all resulting damages suffered by you, PayPal and third parties. You agree not to alter, reproduce, adapt,

distribute, display, publish, reverse engineer, translate, disassemble, decompile or otherwise attempt to create any source code which is derived from the software. You acknowledge that all rights, title and interest to PayPal's software are owned by PayPal. Any third party software application you use on the PayPal website is subject to the license you agreed to with the third party that provides you with this software. PayPal does not own, control nor have any responsibility or liability for any third party software application you elect to use on the PayPal website and/or in connection with the PayPal Services. If you are using the PayPal Services on the PayPal website, or other website or platform hosted by PayPal, or a third party, and are not downloading PayPal's software or using third party software applications on the PayPal website, then this section does not apply to your use of the hosted PayPal Services.

13.6 License Grant from You to PayPal; IP Warranties. Subject to section 13.7, when providing PayPal with content or posting content using PayPal Services, you grant us a non-exclusive, worldwide, perpetual, irrevocable, royalty-free, transferable, and sublicensable (through multiple tiers) right to exercise any and all copyright, publicity, trademarks, database rights and intellectual property rights you have in the content, in any media known now or in the future. Further, to the fullest extent permitted under applicable law, you waive your moral rights and promise not to assert such rights against PayPal, its sublicensees or its assignees. You represent and warrant that none of the following infringe any intellectual property or publicity right: your provision of content to PayPal, your posting of content using the PayPal Services, and PayPal's use of such content (including of works derived from it) in connection with the PayPal Services.

13.7 License Grant from Merchants to PayPal. Notwithstanding Section 13.6, if you are a Merchant using PayPal Services, you hereby grant us a non-exclusive, worldwide, royalty-free, transferable, and sublicensable (through multiple tiers) right to use and display publicly, during the term of this Agreement, your trademark(s) (including but not limited to registered and unregistered trademarks, trade names, service marks, logos, domain names and other designations owned, licensed to or used by you) for the purpose of (1) identifying you as a Merchant that accepts a PayPal Service as a payment form, and (2) any other use to which you specifically consent.

13.8 Intellectual Property. "PayPal.com," "PayPal", "PayPal.com.br", "PayPal.com.cn", "PayPal.com.c2", "PayPal.com.hk", "PayPal.co.il", "PayPal.co.jp", "PayPal.com.mx", "PayPal.com.tr", "PayPal.com.sg" and all other URLs, logos and trademarks related to the PayPal Services are either trademarks or registered trademarks of PayPal or its licensors. You may not copy, imitate or use them without PayPal's prior written consent. In addition, all page headers, custom graphics, button icons, and scripts are service marks, trademarks, and/or trade dress of PayPal. You may not copy, imitate, or use them without our prior written consent. You may use HTML logos provided by PayPal through our merchant services, auction tools features or affiliate programs without prior written consent for the purpose of directing web traffic to the PayPal Services. You may not alter, modify or change these HTML logos in any way, use them in a manner that is disparaging to PayPal or the PayPal Services or display them in any manner that implies PayPal's sponsorship or endorsement. All right, title and interest in and to the PayPal website, any content thereon, the PayPal Services, the technology related to the PayPal Services, and any and all technology and any content created or derived from any of the foregoing is the exclusive property of PayPal and its licensors.

13.9 Calls to You; Mobile Telephone Numbers. By providing PayPal a telephone number (including a mobile telephone number), you consent to receiving calls, including autodialed and prerecorded messages from PayPal at that number. If we determine that a telephone number you have provided to us is a mobile telephone number, we may categorize it as such in our systems and in your Account Profile, and you consent to receive text messages from us about your use of the PayPal Services at that number.

13.10 Marketing. If you receive Information about another User through the PayPal Services, you must keep the Information confidential and only use it in connection with the PayPal Services. You may not disclose or distribute a User's Information to a third party or use the Information for marketing purposes unless you receive the User's express consent to do so.

13.11 Password Security. You are responsible for maintaining adequate security and control of any and all IDs, passwords, personal identification numbers (PINs), or any other codes that you use to access the PayPal Services.

13.12 Taxes. It is your responsibility to determine what, if any, taxes apply to the payments you make or receive, and it is your responsibility to collect, report and remit the correct tax to the appropriate tax authority. PayPal is not responsible for determining whether taxes apply to your transaction, or for collecting, reporting or remitting any taxes arising from any transaction.

Please be advised that you may be subject to withholding taxes or other tax liabilities with respect to importing services from a foreign entity. In addition, you may be subject to VAT, sales tax, income tax, or other tax liabilities as a seller of goods or services. It is your responsibility to check with your local tax advisor to determine which taxes apply to you, and it is your responsibility to pay such taxes to the appropriate tax authority. All Fees related to the PayPal Services are made free and clear of, and without any deduction or withholding for and on account of, any taxes, duties or other deductions. Any such deduction or withholding, if required by the laws of any country are your sole responsibility.

13.13 Complete Agreement and Survival. This Agreement, along with any applicable Policies on the [Legal Agreements](#) page on the PayPal website, sets forth the entire understanding between you and PayPal with respect to the PayPal Services. Sections 6 (Closing Your Account), 11 (Your Liability – Actions We May Take), 12 (Disputes with PayPal), 13 (General Terms), 14 (Definitions), and Exhibit A (Fees) as well as any other terms which by their nature should survive, will survive the termination of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced.

13.14 Assignment. You may not transfer or assign any rights or obligations you have under this Agreement without PayPal's prior written consent. PayPal reserves the right to transfer or assign this Agreement or any right or obligation under this Agreement at any time.

13.15 Translated Agreement. Any translation of this Agreement is provided solely for your convenience and is not intended to modify the terms of this Agreement. In the event of a conflict between the English version of this Agreement and a version in a language other than English, the English version shall apply.

13.16 No Waiver. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches.

13.17 Assumption of Rights. If PayPal pays out a Claim, Reversal or Chargeback that you file against a recipient of your payment, you agree that PayPal assumes your rights against the recipient and third parties related to the payment, and may pursue those rights directly or on your behalf, in PayPal's discretion.

[Back to top](#)

14. Definitions.

"Account" means an account of a Business, Premier or Personal User.

"Account Profile" means the location on our website where you can, after logging in, view and manage your profile, including your personal information, Payment Method details, Preapproved Payments authorizations, your selling tools, and your Account settings including your notification preferences and API Access permissions.

"Add Money" means your ability to transfer money from your bank account to your PayPal Account.

"Affiliate" means PayPal Holdings, Inc. or a company that is a direct or indirect subsidiary of PayPal Holdings, Inc., or otherwise related to PayPal through common ownership or control.

"Authorize" or **"Authorization"** means a buyer's express authorization to a Merchant to do either of the following: (i) to collect a payment from the buyer's PayPal Account or (ii) to make a payment, whereby the Merchant shall be deemed to have agreed, on behalf of the buyer, to the User Agreement for Personal Users in Japan, with respect to each such payment.

"Automatic Transfer" means a withdrawal of your Account balance that is initiated by PayPal. If your Account is registered in one of the Automatic Transfer Countries, then your balance will be regularly withdrawn to your linked financial instrument pursuant to these [terms and conditions](#).

"Automatic Transfer Countries" means Albania, Algeria, Antigua and Barbuda, Bahrain, Barbados, Belize, Bosnia and Herzegovina, Botswana, Croatia, Dominica, Fiji, French Polynesia, Grenada, Honduras, Jordan, Lesotho, Malawi, Morocco, Mozambique, New Caledonia, Oman, Palau, Saint Kitts and Nevis, Saint Lucia, Saudi Arabia, Seychelles, The Bahamas, Trinidad and Tobago, Turks and Caicos.

"Business Account" means an Account used primarily for business purposes and not for personal, family, or household purposes and available only to Business and Premier Users (and not available to Personal Users).

"Business and Premier Account" means an Account used for business purposes or for personal, family, or household purposes and available only to Business and Premier Users (and not available to Personal Users).

"Business Days" means Monday through Friday, excluding the official national holidays recognized in Singapore.

"Chargeback" means a request that a buyer files directly with his or her debit or credit card company or debit or credit card issuing bank to invalidate a payment.

"Claim" means a challenge to a payment that a User files directly with PayPal in the [Online Resolution Center](#) pursuant to Section 7 of this Agreement.

"Commercial Entity Agreement" means the agreement that commercial entities are required to enter into directly with PayPal's payment processor(s).

"Commercial Payment" means as defined in Exhibit A (Fees) below.

"Communications" means any Account or transaction information that PayPal provides to you, including: any Policies you agree to, including updates to these Policies; annual disclosure; transaction receipts or confirmations; Account statements and history; and tax statements we are required to make available to you.

"**Customer Service**" is PayPal's customer support which can be accessed online through the [PayPal Help Center](#) at any time, or by calling (402) 935-2050 (in the U.S.) from 6 AM to midnight U.S. Central Time.

"**Days**" means calendar days.

"**Default Payment Methods**" means the order in which PayPal uses your Payment Methods to fund a transaction if you do not select a Preferred Payment Method.

"**Digital Goods**" means goods that are delivered and used in an electronic format.

"**Dispute**" means a dispute filed by a User directly with PayPal in the [Online Resolution Center](#) pursuant to Section 7 of this Agreement.

"**eBay**" means eBay Inc.

"**eCheck**" means a payment funded using a sender's bank account that is held pending and not received by the recipient until it clears. When you send money using eCheck it will usually be held pending for 3-4 Business Days. The amount of time that it is held pending will increase if the payment is sent from a bank account outside the U.S.

"**Error**" means a processing error made by PayPal or its suppliers in which your Account is mistakenly debited or credited.

"**Fees**" means those amounts stated in Exhibit A (Fees) of this Agreement.

"**Information**" means any Account information that you provide to us, including but not limited to personal information, financial information, or other information related to you or your business.

"**Instant Transfer**" means a payment funded using the sender's bank account in which PayPal credits the recipient instantly.

"**Item Not Received**" means a challenge to a payment from a User claiming that the item purchased was not received.

"Mass Payments" means the ability to send multiple payments at the same time through PayPal classic APIs.

"Merchant" and **"Seller"** are used interchangeably and mean a User who is selling goods and/or services and using the PayPal Services to receive payments.

"Micropayments for Digital Goods" means the PayPal Service offered to certain qualifying Merchants who sell Digital Goods that, among other things, offers micropayments pricing and integrated website tools.

"No Log-In Payment" means a PayPal payment that is made without the sender having to log into his/her Account.

"Payment Method" means the payment method used to fund a transaction. The following payment methods may be used to fund a transaction (subject to availability): balance, Instant Transfer, eCheck, credit card, debit card and Redemption Codes.

"Payouts" means the ability to send multiple payments at the same time using REST based APIs.

"PayPal," "we," "us" or "our" means PayPal Pte. Ltd.

"PayPal Direct Payment" means a payment that is made directly to the buyer's credit or debit card and not through a PayPal Account, such as payments made through Website Payments Pro.

"PayPal Mobile" means a PayPal Service that allows you to send and receive payments through your mobile phone.

"PayPal Seller Protection" means the protection program PayPal offers Sellers as described in Section 9 (PayPal Seller Protection).

"PayPal Services" means all our products and services and any other features, technologies and/or functionalities offered by us on our website or through any other means.

"Personal Payment" means a payment to a friend or a family member for goods and/or services such as your share of the rent or a dinner bill. Personal Payments may not be used for sending gifts. Personal Payments are not available in most countries.

"Policy" or **"Policies"** means any Policy or other agreement between you and PayPal that you entered into on the PayPal website, or in connection with your use of the PayPal Services.

"Preapproved Payment" has the definition provided in Section 2.6 of this Agreement.

"Preferred Payment Method" means a Payment Method that you select to fund a payment instead of using the Default Payment Methods.

"Redemption Code" means the sequence of letters, numbers, and/or symbols placed on gift certificates, promotional coupons or other promotional offers and used to obtain a benefit.

"Reserve" means a percentage of the funds received into your Account that we hold in order to protect against the risk of Reversals, Chargebacks, Claims or any other liability related to your Account and/or use of the PayPal Services.

"Restricted Activities" means those activities described in Section 10 of this Agreement.

"Reversal" means PayPal reverses a payment you received because (a) it is invalidated by the sender's bank, (b) it was sent to you in Error by PayPal or our Affiliates, (c) the sender of the payment did not have authorization to send the payment (for example: the sender used a stolen credit card), (d) you received the payment for activities that violated this Agreement, the PayPal Acceptable Use Policy, or any other Policy, or (e) PayPal decided a Claim against you.

"**Seller**" – see "Merchant" definition.

"**Significantly Not as Described**" has the definition provided in Section 7.1 of this Agreement.

"**Substantial Change**" means a change to the terms of this Agreement that reduces your rights or increases your responsibilities.

"**Transaction Details Page**" means the page on the PayPal website titled "Transaction Details" that displays information about the transaction. This page is accessible from the individual transaction in your Account on the PayPal website.

"**Personal Account**" means a Personal User's Account, by accessing which a Personal User can check its Account Profile and transaction information and into which no payments can be received and in which no balances can be maintained.

"**Verified Account**" means an Account status that reflects that PayPal has verified that an Account holder has legal control of one or more of his or her Payment Methods. A Verified Account status does not constitute an endorsement of a User or a guarantee of a User's business practices.

"**Virtual Terminal Payment**" means a payment processed by PayPal through the Virtual Terminal flows that is funded directly by a credit or debit card and not through an Account. "User" means any person or entity using the PayPal Services including you.

"**Unauthorized Transaction**" means as defined in Section 8.1 of this Agreement.

[Back to top](#)

Exhibit A - Fees.

1. **Overview.** PayPal charges the following Fees:
 1. **Commercial Payments Fee.**
 2. **Additional Fees:**

- Currency Conversion Fee;
- Withdrawing your Balance Fee;
- eCheck Fee;
- Chargeback Fee;
- Credit Card and Debit Card Confirmation Fee; and
- Records Request Fee.

3. Fees for other pricing categories:

- Micropayments Fee;
- Micropayment for Digital Goods Fee;
- Mass Payments/Payouts Fee;
- Personal Payments Fee; and
- Installments Processing Fee in Mexico;

For additional information about the Fees applicable to you view your country's [Fees page](#).

2. Commercial Payments Fee.

A Commercial Payment includes the following:

- A payment for the sale of goods or services;
- A payment received after the Seller has used the "Request Payment" tab on the PayPal website; or
- A payment that is sent to, or received by, a business or other commercial or non-profit entity.

Activity	Country	Commercial Payments Fee		
Receiving Commercial Payments	All countries except as listed below	<u>Domestic payments:</u>	<u>Standard Rate:</u>	3.4% + Fixed Fee
			<u>Merchant Rate*:</u>	From 2.4% to 3.4% + Fixed Fee
		<u>International payments:</u>	<u>Standard Rate:</u>	3.9% + Fixed Fee
			<u>Merchant Rate**:</u>	From 2.9% to 3.9% + Fixed Fee
Albania Andorra	<u>Domestic payments:</u>	<u>Standard Rate:</u>	3.4% + Fixed Fee	

Bosnia and Herzegovina Croatia Georgia Iceland Moldova Monaco Serbia Turkey		<u>Merchant Rate*</u> :	From 2.4% to 3.4% + Fixed Fee
	<u>International payments:</u>	See table below.	
Argentina (international payment only) Bahamas Bermuda Cayman Islands Chile Colombia Costa Rica Dominican Republic Ecuador El Salvador Guatemala Honduras Jamaica Nicaragua Panama			
	<u>Domestic payments and international payments:</u>	Standard Rate: 5.4% + Fixed Fee Merchant Rate : From 4.4% to 5.4% + Fixed Fee	

	Peru Uruguay Venezuela			
	China Hong Kong India Indonesia Malaysia Philippines Singapore Taiwan Thailand Vietnam	<u>Domestic payments:</u> (where applicable)	<u>Standard Rate#:</u>	3.9% + Fixed Fee
			<u>Merchant Rate#*:</u>	From 2.9% to 3.9% + Fixed Fee
		<u>International payments:</u>	<u>Standard Rate#:</u>	4.4% + Fixed Fee
			<u>Merchant Rate#*:</u>	From 3.4% to 4.4% + Fixed Fee
	Automatic Transfer Countries Except for: Albania, Bosnia and Herzegovina, Egypt	<u>Domestic payments and international payments:</u>	<u>Standard Rate:</u>	4.9% + Fixed Fee
			<u>Merchant Rate*:</u>	From 3.9% to 4.9% + Fixed Fee
	Japan	<u>Domestic payments:</u>	<u>Standard Rate:</u>	3.6% + Fixed Fee
			<u>Merchant Rate*:</u>	From 2.9% to 3.6% + Fixed Fee
		<u>International payments:</u>	<u>Standard Rate:</u>	3.9% + Fixed Fee
<u>Merchant Rate#:</u>			From 2.9% to 3.9% +	

			<u>Rate*</u> :	Fixed Fee
	Mexico	<u>Domestic payments:</u>	<u>Standard Rate:</u>	4.0% + Fixed Fee
			<u>Merchant Rate*</u> :	From 3.0% to 4.0% + Fixed Fee
		<u>International payments:</u>	<u>Standard Rate:</u>	4.5% + Fixed Fee
<u>Merchant Rate*</u> :			From 3.5% to 4.5% + Fixed Fee	
Fixed Fee	All countries	<u>Currency:</u>	<u>Fee:</u>	
		Australian Dollar:	\$0.30 AUD	
		Brazilian Real:	R\$0.60 BRL	
		Canadian Dollar:	\$0.30 CAD	
		Czech Koruna:	10.00 CZK	
		Danish Kroner:	2.60 DKK	
		Euro:	€0.35 EUR	
		Hong Kong Dollar:	\$2.35 HKD	
		Hungarian Forint:	90.00 HUF	
		Israeli New Shekel:	1.20 ILS	
		Japanese Yen:	¥40.00 JPY	
		Malaysian Ringgit:	2.00 MYR	
		Mexican Peso:	4.00 MXN	
		New Zealand Dollar:	\$0.45 NZD	
		Norwegian Krone:	2.80 NOK	
		Philippine Peso:	15.00 PHP	
		Polish Zloty:	1.35 PLN	

		Russian Ruble:	10 RUB
		Singapore Dollar:	\$0.50 SGD
		Swedish Krona:	3.25 SEK
		Swiss Franc:	0.55 CHF
		New Taiwan Dollar:	\$10.00 TWD
		Thai Baht:	11.00 THB
		Turkish Lira:	0.45 TRY
		U.K. Pounds Sterling:	£0.20 GBP
		U.S. Dollar:	\$0.30 USD

*To qualify for our Merchant Rate you must submit a one-time application, have a qualifying monthly sales volume, and have an Account in good standing. To view Merchant Rate criteria, click [here](#). To apply for Merchant Rate, click [here](#).

#Excludes transactions on Website Payment Pro-Hosted Solution, Virtual Terminal, PayPal Here and carrier billing products.

Receiving International Commercial Payments in Albania, Andorra, Bosnia and Herzegovina, Croatia, Georgia, Iceland, Moldova, Monaco, Serbia, Turkey.

The Fee depends on the buyer's country.

Activity	Seller's Country	Buyer's Country	Fee	
Receiving Commercial Payments	Andorra, Iceland, Turkey, Monaco	Northern Europe*	<u>Standard Rate:</u>	3.8% + Fixed Fee
			<u>Merchant Rate^:</u>	From 2.8% to 3.8% + Fixed Fee
		U.S, Canada	<u>Standard</u>	3.9%+ Fixed Fee

		Europe I **:	<u>Rate:</u>		
			<u>Merchant Rate^:</u>	From 2.9% to 3.9% + Fixed Fee	
		Europe II ***:	<u>Standard Rate:</u>	4.4% + Fixed Fee	
			<u>Merchant Rate^:</u>	From 3.4% to 4.4% + Fixed Fee	
		All other countries:	<u>Standard Rate:</u>	4.9% + Fixed Fee	
			<u>Merchant Rate^:</u>	From 3.9% to 4.9% + Fixed Fee	
	Albania, Bosnia & Herzegovina, Croatia, Georgia, Moldova, Serbia	Northern Europe*:	<u>Standard Rate:</u>	3.8% + Fixed Fee	
			<u>Merchant Rate^:</u>	From 2.8% to 3.8% + Fixed Fee	
		U.S, Canada, Europe I **:	<u>Standard Rate:</u>	3.9%+ Fixed Fee	
			<u>Merchant Rate^:</u>	From 2.9% to 3.9% + Fixed Fee	
		Europe II ***:	<u>Standard Rate:</u>	4.4% + Fixed Fee	
			<u>Merchant Rate^:</u>	From 3.4% to 4.4% + Fixed Fee	
All other countries:		<u>Standard Rate:</u>	5.2% + Fixed Fee		
		<u>Merchant Rate^:</u>	From 4.2% to 5.2% + Fixed Fee		
Fixed Fee			See in table above		

* Northern Europe: Denmark, Faroe Islands, Finland (including Aland Islands), Greenland, Iceland, Norway, Sweden.

** Europe I: Austria, Belgium, Cyprus, Estonia, France (including French Guiana, Guadeloupe, Martinique, Reunion and Mayotte) , Germany, Gibraltar, Greece, Ireland, Italy , Luxembourg, Malta, Monaco, Montenegro, Netherlands, Portugal, , San Marino, Slovakia, Slovenia, Spain, United Kingdom (including Channel Islands and Isle of Man), Vatican City State.

*** Europe II: Albania, Andorra, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kosovo[^], Latvia, Liechtenstein, Lithuania, Macedonia, Moldova, Poland, Romania, Russia, Serbia, Switzerland, Turkey, Ukraine.

[^] **Merchant Rate:** To qualify for our Merchant Rate you must submit a one-time application, have a qualifying monthly sales volume, and have an Account in good standing. To view Merchant Rate criteria click [here](#). To apply for Merchant Rate click [here](#).

[^] Buyers in these countries cannot open a PayPal account but can make purchases using their credit cards on certain merchants' websites.

Note: Cross Border Euro or Swedish Krona payments made between Accounts registered in the European Union or European Economic Area will be treated as Domestic Personal Payments for the purpose of applying Fees.

3. Additional Fees.

Activity	Additional Fees	
Currency Conversion	Country:	Fee:
	All countries except as listed below.	2.5% (added to the exchange rate)
	Mexico	3.5% (added to the exchange rate)

	<p>Anguilla, Antigua and Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Cayman Islands, Chile, Colombia, Costa Rica, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Islands, Grenada, Guatemala, Guyana, Honduras, Jamaica, Montserrat, Netherlands Antilles, Nicaragua, Panama, Paraguay, Peru, Saint Kitts and Nevis, Saint</p>	<p>4.5% (added to the exchange rate)</p>
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	<p>Lucia, Saint Vincent and Grenadines, Suriname, Trinidad & Tobago, Turks and Caicos Islands, Uruguay, Venezuela, Virgin Islands.</p>	
	<p>Algeria, Angola, Bahrain, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Chad, Comoros, Congo, Democratic Rep of the Congo, Cook Islands, Djibouti, Egypt, Eritrea, Ethiopia, Gabon.</p>	<p>Currency Conversion that occurs when sending a Personal or a Commercial Payment:</p> <p>3.5% added to the exchange rate.</p> <p>Currency conversion that occurs when receiving other payments (including Mass Payments and Payouts), withdrawing funds to your local bank account (if your PayPal balance is held in a currency other than your local currency), adding funds from a bank account to your PayPal Account or when transferring funds between your PayPal balances held in different currencies (as applicable);</p> <p>2.5% added to the exchange rate</p>

	Gambia, Ghana, Guinea, Guinea Bissau, Ivory Coast, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lesotho, Madagascar, Malawi, Mali, Mauritania, Mauritius, Morocco, Mozambique, Namibia, Niger, Nigeria, Oman, Qatar, Rwanda, Sao Tome And Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, St. Helena, Swaziland, Tajikistan, Tanzania, Togo.	
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<p>Tunisia, Turkmenistan , Uganda, United Arab Emirates, Yemen, Zambia, Zimbabwe</p>											
<p>Albania, Andorra, Belarus, Bosnia and Herzegovina, Croatia, Georgia, Iceland, Macedonia, Moldova, Montenegro, Serbia, Turkey, Ukraine.</p>	<p>Currency Conversion that occurs when sending a Personal or a Commercial Payment:</p> <p>4% added to the exchange rate.</p> <p>Currency conversion that occurs when receiving other payments (including Mass Payments and Payouts), withdrawing funds to your local bank account (if your PayPal balance is held in a currency other than your local currency), adding funds from a bank account to your PayPal Account or when transferring funds between your PayPal balances held in different currencies (as applicable);</p> <p>2.5% added to the exchange rate</p>										
<p>Bhutan, Cambodia, China, Federated States of Micronesia, Hong Kong, India, Indonesia, Japan, Korea, Laos, Malaysia,</p>	<p>Currency Conversion that occurs when sending a Personal or a Commercial Payment:</p> <p>The Fee depends on the currency into which the amount is converted, as listed in the table below and is added to the exchange rate.</p> <table border="1" data-bbox="639 1688 1054 1989"> <thead> <tr> <th>Currency</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>Argentine Peso:</td> <td>4.0%</td> </tr> <tr> <td>Australian Dollar:</td> <td>4.0%</td> </tr> <tr> <td>Brazilian Real:</td> <td>4.0%</td> </tr> <tr> <td>Canadian Dollar:</td> <td>3.5%</td> </tr> </tbody> </table>	Currency	Fee	Argentine Peso:	4.0%	Australian Dollar:	4.0%	Brazilian Real:	4.0%	Canadian Dollar:	3.5%
Currency	Fee										
Argentine Peso:	4.0%										
Australian Dollar:	4.0%										
Brazilian Real:	4.0%										
Canadian Dollar:	3.5%										

Maldives,
Mongolia,
Nepal, New
Zealand,
Philippines,
Samoa,
Singapore,
Sri Lanka,
Taiwan,
Thailand,
Tonga,
Vietnam.

Czech Koruna:	4.0%
Danish Kroner:	4.0%
Euro:	4.0%
Hong Kong Dollar:	4.0%
Hungarian Forint:	4.0%
Israeli New Shekel:	4.0%
Japanese Yen:	4.0%
Malaysian Ringgit:	4.0%
Mexican Peso:	4.0%
New Zealand Dollar:	4.0%
Norwegian Krone:	4.0%
Philippine Peso:	4.0%
Polish Zloty:	4.0%
Russian Ruble:	3.5%
Singapore Dollar:	4.0%
Swedish Krona:	4.0%
Swiss Franc:	4.0%
New Taiwan Dollar:	4.0%
Thai Baht:	4.0%
Turkish Lira:	4.0%
U.K. Pounds Sterling:	4.0%
U.S. Dollar:	3.5%

Currency conversion that occurs when receiving other payments (including Mass Payments and Payouts), withdrawing funds to your local bank account (if your PayPal balance is held in a currency other than your local currency), adding funds from a bank account to your PayPal Account or when transferring funds between your PayPal balances held in different currencies (as applicable);

		2.5% added to the exchange rate																						
	Monaco	<p>Currency Conversion that occurs when sending a Personal or a Commercial Payment:</p> <p>2.5% above the wholesale exchange rate</p> <p>Currency conversion that occurs when receiving other payments (including Mass Payments and Payouts), withdrawing funds to your local bank account (if your PayPal balance is held in a currency other than your local currency), adding funds from a bank account to your PayPal Account or when transferring funds between your PayPal balances held in different currencies (as applicable);</p> <p>Between 3.0% and 4.0% above the wholesale exchange rate depending on the currency into which the relevant amount is converted (please refer to the table below).</p> <table border="1" data-bbox="638 1249 1401 1957"> <thead> <tr> <th>Currency and Code</th> <th>Currency Conversion Fee</th> </tr> </thead> <tbody> <tr> <td>Argentine Peso (ARS):</td> <td>4.0%</td> </tr> <tr> <td>Australian Dollar (AUD):</td> <td>4.0%</td> </tr> <tr> <td>Brazilian Real (BRL):</td> <td>4.0%</td> </tr> <tr> <td>Canadian Dollar (CAD):</td> <td>3.0%</td> </tr> <tr> <td>Czech Koruna (CZK):</td> <td>3.5%</td> </tr> <tr> <td>Danish Krone (DKK):</td> <td>3.5%</td> </tr> <tr> <td>Euro (EUR):</td> <td>3.5%</td> </tr> <tr> <td>Hong Kong Dollar (HKD):</td> <td>4.0%</td> </tr> <tr> <td>Hungarian Forint (HUF):</td> <td>3.5%</td> </tr> <tr> <td>Israeli Shekel (ILS):</td> <td>4.0%</td> </tr> </tbody> </table>	Currency and Code	Currency Conversion Fee	Argentine Peso (ARS):	4.0%	Australian Dollar (AUD):	4.0%	Brazilian Real (BRL):	4.0%	Canadian Dollar (CAD):	3.0%	Czech Koruna (CZK):	3.5%	Danish Krone (DKK):	3.5%	Euro (EUR):	3.5%	Hong Kong Dollar (HKD):	4.0%	Hungarian Forint (HUF):	3.5%	Israeli Shekel (ILS):	4.0%
Currency and Code	Currency Conversion Fee																							
Argentine Peso (ARS):	4.0%																							
Australian Dollar (AUD):	4.0%																							
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Canadian Dollar (CAD):	3.0%																							
Czech Koruna (CZK):	3.5%																							
Danish Krone (DKK):	3.5%																							
Euro (EUR):	3.5%																							
Hong Kong Dollar (HKD):	4.0%																							
Hungarian Forint (HUF):	3.5%																							
Israeli Shekel (ILS):	4.0%																							

Japanese Yen (JPY):	4.0%
Malaysian Ringgit (MYR):	4.0%
Mexican Peso (MXN):	4.0%
New Zealand Dollar (NZD):	4.0%
Norwegian Krone (NOK):	3.5%
Philippine Peso (PHP):	4.0%
Polish Zlotych (PLN):	3.5%
Russian Ruble (RUB):	3.5%
Swedish Krona (SEK):	3.5%
Swiss Franc (CHF):	3.5%
Taiwan New Dollar (TWD):	4.0%
Thai Baht (THB):	4.0%
Turkish Lira (TRY):	3.5%
U.K. Pounds Sterling (GBP):	3.5%
U.S. Dollar (USD):	3.0%

When a currency conversion is required, it will be completed at a foreign exchange rate determined by a licensed financial institution, which is adjusted regularly based on market conditions. The exchange rate is adjusted regularly and may be applied immediately and without notice to you. The exchange rate includes a processing Fee expressed as a percentage above the wholesale exchange rate at which PayPal obtains foreign currency, and the processing fee is retained by PayPal. You may have the option (depending on the country you are residing in and the type of funding source) to Opt Out of currency conversion before you complete the transaction by selecting Other Conversion options on the Review Your Information page during checkout.

Where a currency conversion is offered by PayPal at the point of sale, you will be shown the exchange rate that will be applied to the transaction before you proceed with authorizing the payment transaction. By proceeding with your authorization of the payment

transaction you are agreeing to the currency conversion on the basis of the exchange rate. Where a currency conversion is offered at the point of sale by the Merchant, not by PayPal, and you choose to authorize the payment transaction on the basis of the Merchant's exchange rate and charges, PayPal has no liability to you for that currency conversion.

Where your payment is funded by a Debit or Credit Card and involves a currency conversion by PayPal, you consent to and authorize PayPal to convert the currency in place of your Credit or Debit card issuer.

Withdrawing your Balance	Withdrawal Method:	Fee:	
	Withdrawals you make to your U.S. bank account.	Free	
	Automatic transfers we make to your credit card or U.S. bank account.	Free	
	Withdrawals you make to your local bank account. Withdrawals you make to your credit card. Withdrawal via a physical check sent to you. Return Fee if the withdrawal information you provided is incorrect or incomplete.	Fee varies by country. See Fee Page and select the appropriate country to view Fees.	

Receiving eChecks	For sellers in the countries listed below, there is a maximum fee per payment for receiving eCheck-funded payments as follows. The cap depends on the currency of the payment:		
	China, Hong Kong, India, Indonesia, Korea, Malaysia, New Zealand, Philippines,	Currency:	Fee:
		Australian	50.00

Singapore, Taiwan, Thailand and Vietnam Albania, Andorra, Bosnia and Herzegovina, Croatia, Georgia, Iceland, Moldova, Monaco, Serbia, Turkey	Dollar:	AUD	
	Brazilian Real:	75.00 BRL	
	Canadian Dollar:	45.00 CAD	
	Czech Koruna:	850.00 CZK	
	Danish Krone:	250.00 DKK	
	Euro:	35.00 EUR	
	Hong Kong Dollar:	330.00 HKD	
	Hungarian Forint:	9250 HUF	
	Israeli New Shekel:	160.00 ILS	
	Japanese Yen:	4000 JPY	
	Malaysian Ringgit:	150.00 MYR	
	Mexican Peso:	540.00 MXN	
	New Zealand Dollar:	60.00 NZD	
	Norwegian Krone:	270.00 NOK	
Philippine Peso:	1900.00 PHP		
Polish Zloty:	140.00		

			PLN	
		Russian Ruble:	1400.00 RUB^	
		Singapore Dollar:	60.00 SGD	
		Swedish Krona:	320.00 SEK	
		Swiss Franc:	50.00 CHF	
		Taiwan New Dollar:	1350.00 TWD	
		Thai Baht:	1400.00 THB	
		Turkish Lira:	80.00 TRY	
		U.K. Pounds Sterling:	30.00 GBP	
		U.S. Dollar:	45.00 USD	
Chargebacks	All countries except as listed below	Currency:	Fee:	
		Australian Dollar:	\$15.00 AUD	
		Brazilian Real:	R\$20.00 BRL	
		Canadian Dollar:	\$15.00 CAD	
		Czech Koruna:	250.00 CZK	
		Danish Kroner:	60.00 DKK	
		Euro:	€11.25 EUR	
		Hong Kong Dollar:	\$75.00 HKD	
		Hungarian Forint:	2000.00 HUF	
		Israeli New Shekel:	40.00 ILS	

		Japanese Yen:	¥1300.00 JPY	
		Malaysian Ringgit:	40.00 MYR	
		Mexican Peso:	110.00 MXN	
		New Zealand Dollar:	\$15.00 NZD	
		Norwegian Krone:	65.00 NOK	
		Philippine Peso:	500.00 PHP	
		Polish Zloty:	30.00 PLN	
		Russian Ruble:	320.00 RUB	
		Singapore Dollar:	\$15.00 SGD	
		Swedish Krona:	80.00 SEK	
		Swiss Franc:	10.00 CHF	
		New Taiwan Dollar:	\$330.00 TWD	
		Thai Baht:	360.00 THB	
		Turkish Lira:	15.00 TRY	
		U.K. Pounds Sterling:	£7.00 GBP	
		U.S. Dollar:	\$10.00 USD	
		Currency:	Fee:	
		Australian Dollar:	\$22.00 AUD	
		Brazilian Real:	R\$35.00 BRL	
		Canadian Dollar:	\$20.00 CAD	
		Czech Koruna:	400.00 CZK	
		Danish Kroner:	120.00 DKK	
		Euro:	€16.00 EUR	
		Hong Kong Dollar:	\$155.00 HKD	
		Hungarian Forint:	4325.00 HUF	
	Albania, Andorra, Bosnia and Herzegovina, Croatia, Georgia, Iceland, Moldova, Monaco, Serbia, Turkey			

	<table border="1"> <tr> <td>Israeli New Shekel:</td> <td>75.00 ILS</td> </tr> <tr> <td>Japanese Yen:</td> <td>¥1875.00 JPY</td> </tr> <tr> <td>Malaysian Ringgit:</td> <td>65.00 MYR</td> </tr> <tr> <td>Mexican Peso:</td> <td>250.00 MXN</td> </tr> <tr> <td>New Zealand Dollar:</td> <td>\$28.00 NZD</td> </tr> <tr> <td>Norwegian Krone:</td> <td>125.00 NOK</td> </tr> <tr> <td>Philippine Peso:</td> <td>900.00 PHP</td> </tr> <tr> <td>Polish Zloty:</td> <td>65.00 PLN</td> </tr> <tr> <td>Russian Ruble:</td> <td>640.00 RUB</td> </tr> <tr> <td>Singapore Dollar:</td> <td>\$28.00 SGD</td> </tr> <tr> <td>Swedish Krona:</td> <td>150.00 SEK</td> </tr> <tr> <td>Swiss Franc:</td> <td>22.00 CHF</td> </tr> <tr> <td>New Taiwan Dollar:</td> <td>\$625.00 TWD</td> </tr> <tr> <td>Thai Baht:</td> <td>650.00 THB</td> </tr> <tr> <td>Turkish Lira:</td> <td>30.00 TRY</td> </tr> <tr> <td>U.K. Pounds Sterling:</td> <td>£14.00 GBP</td> </tr> <tr> <td>U.S. Dollar:</td> <td>\$20.00 USD</td> </tr> </table>	Israeli New Shekel:	75.00 ILS	Japanese Yen:	¥1875.00 JPY	Malaysian Ringgit:	65.00 MYR	Mexican Peso:	250.00 MXN	New Zealand Dollar:	\$28.00 NZD	Norwegian Krone:	125.00 NOK	Philippine Peso:	900.00 PHP	Polish Zloty:	65.00 PLN	Russian Ruble:	640.00 RUB	Singapore Dollar:	\$28.00 SGD	Swedish Krona:	150.00 SEK	Swiss Franc:	22.00 CHF	New Taiwan Dollar:	\$625.00 TWD	Thai Baht:	650.00 THB	Turkish Lira:	30.00 TRY	U.K. Pounds Sterling:	£14.00 GBP	U.S. Dollar:	\$20.00 USD
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	<p>The Chargeback Fee is charged at the time a Chargeback is applied to your Account for a payment you receive. If you are eligible for PayPal Seller Protection for that payment, the Fee is waived. The Fee is based on the currency received.</p>																																		
Credit Card and Debit Card Confirm	<table border="1"> <thead> <tr> <th>Currency:</th> <th>Fee:</th> </tr> </thead> <tbody> <tr> <td>Australian Dollar:</td> <td>\$2.00 AUD</td> </tr> <tr> <td>Brazilian Real:</td> <td>R 4.00 BRL</td> </tr> </tbody> </table>	Currency:	Fee:	Australian Dollar:	\$2.00 AUD	Brazilian Real:	R 4.00 BRL																												
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Australian Dollar:	\$2.00 AUD																																		
Brazilian Real:	R 4.00 BRL																																		

ation	Canadian Dollar:	\$2.45 CAD
	Czech Koruna:	50.00 CZK
	Danish Kroner:	12.50 DKK
	Euro:	€1.50 EUR
	Hong Kong Dollar:	\$15.00 HKD
	Hungarian Forint:	400.00 HUF
	Israeli New Shekel:	8.00 ILS
	Japanese Yen:	¥200.00 JPY
	Malaysian Ringgit:	10.00 MYR
	Mexican Peso:	20.00 MXN
	New Zealand Dollar:	\$3.00 NZD
	Norwegian Krone:	15.00 NOK
	Philippine Peso:	100.00 PHP
	Polish Zloty:	6.50 PLN
	Russian Ruble:	60 RUB
	Singapore Dollar:	\$3.00 SGD
	Swedish Krona:	15.00 SEK
	Swiss Franc:	3.00 CHF
	New Taiwan Dollar:	\$70.00 TWD
	Thai Baht:	70.00 THB
	Turkish Lira:	3.00 TRY
	U.K. Pounds Sterling:	£1.00 GBP
	U.S. Dollar:	\$1.95 USD
	<p>In some instances, PayPal may require you to verify control of your credit card or debit card. In order to do so, PayPal makes a charge to your credit card or debit card and then requires you to verify the code associated with the charge. This amount will be refunded when you successfully complete the credit card or debit card verification process.</p>	
Records	\$10.00 SGD (per item), or other currency equivalent.	

Requests Fee	We will not charge you for records requested in connection with your good-faith assertion of an error in your Account.
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4. Fees for Other Pricing Categories

Micropayments Pricing. PayPal offers two micropayments pricing programs: (i) Micropayments Fees; and (ii) Micropayments for Digital Goods Fees.

(i) Micropayments Fees. If you have signed up for Micropayments Fees, then the following Fees apply to all the Commercial Payments you receive. If you have both a Micropayments Fees enabled Account and a standard pricing Account, it is your responsibility to correctly route your payments to the appropriate Account, and once a transaction is processed through the Account you selected, you may not request that the transaction be processed through a different Account.

Activity	Country	Micropayments Fee	
Receiving Commercial Payments	All countries (where Micropayments Fees are available)	<u>Domestic payments:</u> 5% + Micropayments Fixed Fee	
		<u>International payments:</u> 6%+ Micropayments Fixed Fee	
Micropayments Fixed Fee	All countries where available	<u>Currency:</u>	<u>Fee:</u>
		Australian Dollar:	\$0.05 AUD
		Brazilian Real:	R 0.10 BRL
		Canadian Dollar:	\$0.05 CAD
		Czech Koruna:	1.67 CZK
		Danish Kroner:	0.43 DKK

		Euro:	€0.05 EUR
		Hong Kong Dollar:	\$0.39 HKD
		Hungarian Forint:	15.00 HUF
		Israeli New Shekel:	0.20 ILS
		Japanese Yen:	¥7.00 JPY
		Malaysian Ringgit:	0.20 MYR
		Mexican Peso:	\$0.55 MXN
		New Zealand Dollar:	\$0.08 NZD
		Norwegian Krone:	0.47 NOK
		Philippine Peso:	2.50 PHP
		Polish Zloty:	0.23 PLN
		Russian Ruble:	2.00 RUB
		Singapore Dollar:	\$0.08 SGD
		Swedish Krona:	0.54 SEK
		Swiss Franc:	0.09 CHF
		New Taiwan Dollar:	2.00 TWD
		Thai Baht:	1.80 THB
		Turkish Lira:	0.08 TRY
		U.K. Pounds Sterling:	£0.05 GBP
		U.S. Dollar:	\$0.05

			USD
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0. **(ii) Micropayments for Digital Goods Fees.** If you apply and qualify for Micropayments for Digital Goods, then for each transaction involving only Digital Goods, you agree to pay either (i) the Commercial Payment Fees described in Section 2 above or (ii) the Micropayments for Digital Goods Fees, whichever rate results in a lower amount being charged to you for the transaction.

Activity	Country	Micropayments for Digital Goods Fee							
Receiving Micropayments for Digital Goods	All countries (where Micropayments for Digital Goods are available) except as listed below	<table border="1"> <tr> <td colspan="2"><u>Domestic payments:</u> 5% + Micropayments Fixed Fee</td> </tr> <tr> <td colspan="2"><u>International payments:</u> 5.5% + Micropayments Fixed Fee</td> </tr> </table>	<u>Domestic payments:</u> 5% + Micropayments Fixed Fee		<u>International payments:</u> 5.5% + Micropayments Fixed Fee				
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Japan	<table border="1"> <tr> <td colspan="2"><u>Domestic payments:</u> 5% + Micropayments Fixed Fee</td> </tr> <tr> <td colspan="2"><u>International payments:</u> 5.1% to 5.3 % + Micropayments Fixed Fee</td> </tr> </table>	<u>Domestic payments:</u> 5% + Micropayments Fixed Fee		<u>International payments:</u> 5.1% to 5.3 % + Micropayments Fixed Fee					
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<u>International payments:</u> 5.1% to 5.3 % + Micropayments Fixed Fee									
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	Monaco, Serbia, Turkey (where applicable)	<table border="1"> <tr> <td></td> <td>Fixed Fee</td> </tr> <tr> <td>U.S., Canada, Europe I**</td> <td>5.5% + Micropayments Fixed Fee</td> </tr> <tr> <td>Europe II***</td> <td>6.0% + Micropayments Fixed Fee</td> </tr> <tr> <td>All other countries</td> <td>6.5% + Micropayments Fixed Fee</td> </tr> </table>		Fixed Fee	U.S., Canada, Europe I**	5.5% + Micropayments Fixed Fee	Europe II***	6.0% + Micropayments Fixed Fee	All other countries	6.5% + Micropayments Fixed Fee												
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		Malaysian Ringgit:	0.20 MYR
		Mexican Peso:	\$0.55 MXN
		New Zealand Dollar:	\$0.08 NZD
		Norwegian Krone:	0.47 NOK
		Philippine Peso:	2.50 PHP
		Polish Zloty:	0.23 PLN
		Russian Ruble:	2.00 RUB
		Singapore Dollar:	\$0.08 SGD
		Swedish Krona:	0.54 SEK
		Swiss Franc:	0.09 CHF
		New Taiwan Dollar:	2.00 TWD
		Thai Baht:	1.80 THB
		Turkish Lira:	0.08 TRY
		U.K. Pounds Sterling:	£0.05 GBP
		U.S. Dollar:	\$0.05 USD

* Northern Europe: Denmark, Faroe Islands, Finland (including Aland Islands), Greenland, Iceland, Norway, Sweden.

** Europe I: Austria, Belgium, Cyprus, Estonia, France (including French Guiana, Guadeloupe, Martinique, Reunion and Mayotte) , Germany, Gibraltar, Greece, Ireland, Italy, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Portugal, , San Marino, Slovakia, Slovenia, Spain, United Kingdom (including Channel Islands and Isle of Man), Vatican City State.

*** Europe II: Albania, Andorra, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kosovo ^, Latvia,

Liechtenstein, Lithuania, Macedonia, Moldova, Poland, Romania, Russia, Serbia, Switzerland, Turkey, Ukraine.

^ Merchant Rate: To qualify for our Merchant Rate you must submit a one-time application, have a qualifying monthly sales volume, and have an Account in good standing. To view Merchant Rate criteria, click [here](#). To apply for Merchant Rate, click [here](#).

^^ Buyers in these countries cannot open a PayPal account but can make purchases using their credit cards on certain merchants' websites.

Note: Cross Border Euro or Swedish Krona payments made between Accounts registered in the European Union or European Economic Area will be treated as Domestic Personal Transaction payments for the purpose of applying Fees.

Mass Payments/Payouts Fee.

Activity	Country	Mass Payments Fee	
Sending Mass Payments/Payouts	All countries except as listed below	<u>Domestic payments:</u>	2% of the payment up to a Maximum Mass Payment/Payout Fee* per recipient as listed below.
	<u>International payments:</u>		
	Albania,	<u>Domestic payments:</u>	2% of the payment up to a Maximum Mass Payment/Payout Fee per recipient as listed below**.
	Andorra	<u>International</u>	2% of the payment up to a Maximum Mass Payment/Payout Fee per

	, Bosnia and Herzegovina, Croatia, Georgia, Iceland, Moldova, Monaco, Serbia, Turkey, Ukraine	<u>payments:</u>	recipient as listed below***.
		<u>Domestic payments (if available):</u>	2% of the payment up to a Maximum Mass Payment/Payout Fee* per recipient as listed below.
		<u>International payments:</u>	2% of the payment up to a Maximum Mass Payment/Payout

	India, Japan, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand	<table border="1"> <tr> <td data-bbox="600 264 858 376"></td> <td data-bbox="858 264 1356 376"> Fee* per recipient as listed below****. </td> </tr> </table>			Fee* per recipient as listed below****.												
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	Hong Kong Dollar:	\$7.00 HKD
	Hungarian Forint:	210.00 HUF
	Israeli New Shekel:	4.00 ILS
	Japanese Yen:	¥120.00 JPY
	Malaysian Ringgit:	4.00 MYR
	Mexican Peso:	11.00 MXN
	New Zealand Dollar:	\$1.50 NZD
	Norwegian Krone:	6.75 NOK
	Philippine Peso:	50.00 PHP
	Polish Zloty:	3.00 PLN
	Russian Ruble:	30 RUB
	Singapore Dollar:	\$1.60 SGD
	Swedish Krona:	9.00 SEK
	Swiss Franc:	1.30 CHF
	Turkish Lira:	1.50 TRY
	U.K. Pounds Sterling:	£0.65 GBP
U.S. Dollar:	\$1.00 USD	
**Maximum Mass Payment/Payout Fee for domestic payments from: Albania, Andorra, Bosnia	<u>Currency:</u>	<u>Maximum Fee per recipient:</u>
	Australian Dollar:	\$8 AUD
	Brazilian Real:	R \$12 BRL
	Canadian Dollar:	\$7 CAD
	Czech Koruna:	140 CZK
	Danish Krone:	42 DKK
	Euro:	€6 EUR

and Herzegovina, Croatia, Georgia, Iceland, Moldova, Monaco, Serbia, Turkey, Ukraine	Hong Kong Dollar:	\$55 HKD
	Hungarian Forint:	1540 HUF
	Israeli Shekel:	25 ILS
	Japanese Yen:	¥600 JPY
	Malaysian Ringgit:	25 MYR
	Mexican Peso:	85 MXN
	New Zealand Dollar:	\$10 NZD
	Norwegian Krone:	45 NOK
	Philippine Peso:	320 PHP
	Polish Zlotych:	23 PLN
	Russian Ruble:	240 RUB
	Singapore Dollar:	\$10 SGD
	Swedish Krona:	50 SEK
	Swiss Franc:	8 CHF
	Taiwan New Dollar:	\$220 TWD
	Thai Baht:	230 THB
	Turkish Lira:	12 TRY
U.K. Pounds Sterling:	£5 GBP	
U.S. Dollar:	\$7 USD	
***Maximum Mass Payment/ Payout Fee for international Payments	Currency:	Maximum Fee per recipient:
	Australian Dollar:	\$50 AUD
	Brazilian Real:	R \$75 BRL
	Canadian Dollar:	\$45 CAD
	Czech Koruna:	850 CZK

from: Albania, Andorra, Bosnia and Herzegov ina, Croatia, Georgia, Iceland, Moldova, Monaco, Serbia, Turkey, Ukraine	Danish Krone: 250 DKK						
	Euro: €35 EUR						
	Hong Kong Dollar: \$330 HKD						
	Hungarian Forint: 9250 HUF						
	Israeli Shekel: 160 ILS						
	Japanese Yen: ¥4000 JPY						
	Malaysian Ringgit: 150 MYR						
	Mexican Peso: 540 MXN						
	New Zealand Dollar: \$60 NZD						
	Norwegian Krone: 270 NOK						
	Philippine Peso: 1900 PHP						
	Polish Zlotych: 140 PLN						
	Russian Ruble: 1400 RUB						
	Singapore Dollar: \$60 SGD						
	Swedish Krona: 320 SEK						
	Swiss Franc: 50 CHF						
	Taiwan New Dollar: \$1350 TWD						
	Thai Baht: 1400 THB						
	Turkish Lira: 80 TRY						
	U.K. Pounds Sterling: £30 GBP						
U.S. Dollar: \$45 USD							
****Maxim um Mass Payment/ Payout Fee for	<table border="1"> <thead> <tr> <th><u>Currency:</u></th> <th><u>Maximum Fee Per Recipient:</u></th> </tr> </thead> <tbody> <tr> <td>Australian Dollar:</td> <td>\$60 AUD</td> </tr> <tr> <td>Brazilian Real:</td> <td>R\$100 BRL</td> </tr> </tbody> </table>	<u>Currency:</u>	<u>Maximum Fee Per Recipient:</u>	Australian Dollar:	\$60 AUD	Brazilian Real:	R\$100 BRL
	<u>Currency:</u>	<u>Maximum Fee Per Recipient:</u>					
	Australian Dollar:	\$60 AUD					
Brazilian Real:	R\$100 BRL						

International Payments from: China, Hong Kong, India, Japan, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand	Canadian Dollar:	\$60 CAD
	Czech Koruna:	1000 CZK
	Danish Kroner:	300 DKK
	Euro:	€40 EUR
	Hong Kong Dollar:	\$400 HKD
	Hungarian Forint:	15,000 HUF
	Israeli Shekel:	200 ILS
	Japanese Yen:	¥5,000 JPY
	Malaysian Ringgit:	200 MYR
	Mexican Peso:	750 MXN
	New Zealand Dollar:	\$75 NZD
	Norwegian Krone:	300 NOK
	Philippine Peso:	2,500 PHP
	Polish Zloty:	150 PLN
	Russian Ruble:	1500 RUB
	Singapore Dollar:	\$80 SGD
	Swedish Krona:	400 SEK
	Swiss Franc:	50 CHF
	New Taiwan Dollar:	\$2,000 TWD
	Thai Baht:	2,000 THB
Turkish Lira:	75 TRY	
U.K. Pounds Sterling:	£35 GBP	
U.S. Dollar:	\$50 USD	

Personal Payments Fee.

1. Personal Payments are payments to friends or family members for goods and/or services such as your share of the rent or a dinner bill.
2. Personal Payments are limited in availability and are not available in most countries.
3. If you use your credit card as the Payment Method for a Personal Payment, you may be charged a cash-advance fee by your credit card company.
4. The Fee may be paid by either the sender or the recipient of the Personal Payment. In most instances, the sender will determine who pays the Fee.

Activity	Country of Recipient	Personal Payments Fee when Payment Method is exclusively Balance or Bank	Personal Payments Fee when another Payment Method is used to fully or partially fund the payment, including a credit or debit card
Sending or Receiving Domestic Payments	Where available	Free	3.4% + Fixed Fee
Sending or Receiving International Payments	Australia	1%	3.4% + Fixed Fee
	Brazil	1%	5.99% + Fixed Fee
	Counties in Europe	See table below.	
	Japan	0.3%	3.9% + Fixed Fee
	U.S., Canada and Poland	1%	3.9% + Fixed Fee
	Elsewhere	0.5%	3.9% + Fixed Fee
Fixed Fee	Currency:		
	Fee:		
	Australian Dollar:	\$0.30 AUD	

Brazilian Real:	R\$0.60 BRL
Canadian Dollar:	\$0.30 CAD
Czech Koruna:	10.00 CZK
Danish Kroner:	2.60 DKK
Euro:	€0.35 EUR
Hong Kong Dollar:	\$2.35 HKD
Hungarian Forint:	90.00 HUF
Israeli New Shekel:	1.20 ILS
Japanese Yen:	¥40.00 JPY
Malaysian Ringgit:	2.00 MYR
Mexican Peso:	4.00 MXN
New Zealand Dollar:	\$0.45 NZD
Norwegian Krone:	2.80 NOK
Philippine Peso:	15.00 PHP
Polish Zloty:	1.35 PLN
Russian Ruble:	10.00 RUB
Singapore Dollar:	\$0.50 SGD
Swedish Krona:	3.25 SEK
Swiss Franc:	0.55 CHF
New Taiwan Dollar:	\$10.00 TWD
Thai Baht:	11.00 THB
Turkish Lira:	0.45 TRY
U.K. Pounds Sterling:	£0.20 GBP
U.S. Dollar:	\$0.30 USD

International Personal Payments to European Countries

To determine the fee for an international Personal Payment sent to a user in a European country please follow these steps:

1. Locate the recipient's country in the table below (in the first column from left).
2. Determine the region of the sender's country (second column).
3. Find the applicable fee based on the payment method used (third and fourth columns).

Recipient's Country (if applicable)	Sender's Country	Fee when Funding Source is: entirely funded by PayPal balance or bank account	Fee when Funding Source is: entirely or partially funded by debit card or credit card
Albania, Andorra, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland (including Aland Islands), Gibraltar, Greece, Hungary, Iceland, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Portugal, Romania, Russia, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, U.K. (including Channel Islands and Isle of Man).	Northern Europe *	0.4%	3.8% + Fixed Fee
	US, Canada, Europe I **	0.5%	3.9% + Fixed Fee
	Europe II ***	1.0%	4.4% + Fixed Fee
	All other countries	1.5%	4.9% + Fixed Fee
Belgium, France, French	Northern	0.4%	3.8% + Fixed

Guiana, Guadeloupe, Italy, Martinique, Mayotte, Netherlands, Reunion.	Europe *		Fee
	US, Canada, Europe I **	0.5%	3.9% + Fixed Fee
	Europe II ***	1.3%	4.7% + Fixed Fee
	All other countries	1.8%	5.2% + Fixed Fee
Germany	Northern Europe *	1.8%	3.7% + Fixed Fee
	US, Canada, Europe I **	2.0%	3.9% + Fixed Fee
	Europe II ***	3.0%	4.9% + Fixed Fee
	All other countries	3.3%	5.2% + Fixed Fee
Poland	Northern Europe *	0.9%	3.8% + Fixed Fee
	US, Canada, Europe I **	1.0%	3.9% + Fixed Fee
	Europe II ***	1.5%	4.4% + Fixed Fee
	All other countries	2.0%	4.9% + Fixed Fee

1. * Northern Europe: Denmark, Faroe Islands, Finland (including Aland Islands), Greenland, Iceland, Norway, Sweden.

** Europe I: Austria, Belgium, Cyprus, Estonia, France (including French Guiana, Guadeloupe, Martinique, Reunion and Mayotte) , Germany , Gibraltar, Greece, Ireland, Italy , Luxembourg, Malta, Monaco, Montenegro, Netherlands, Portugal, San Marino, Slovakia, Slovenia, Spain, United Kingdom (including Channel Islands and Isle of Man), Vatican City State.

*** Europe II: Albania, Andorra, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kosovo, Latvia, Liechtenstein, Lithuania, Macedonia, Moldova, Poland, Romania, Russia, Serbia, Switzerland, Turkey, Ukraine.

Note: Cross Border Euro or Swedish Krona payments made between Accounts registered in the European Union or the European Economic Area will be treated as Domestic Payments for the purpose of applying Fees.

Fixed Fee	<u>Currency:</u>	<u>Fee :</u>
	Australian Dollar:	\$0.30 AUD
	Brazilian Real:	R\$0.60 BRL
	Canadian Dollar:	\$0.30 CAD
	Czech Koruna:	10.00 CZK
	Danish Kroner:	2.60 DKK
	Euro:	€0.35 EUR
	Hong Kong Dollar:	\$2.35 HKD
	Hungarian Forint:	90.00 HUF
	Israeli New Shekel:	1.20 ILS
	Japanese Yen:	¥40.00 JPY
	Malaysian Ringgit:	2.00 MYR

Mexican Peso:	4.00 MXN
New Zealand Dollar:	\$0.45 NZD
Norwegian Krone:	2.80 NOK
Philippine Peso:	15.00 PHP
Polish Zloty:	1.35 PLN
Russian Ruble:	10 RUB
Singapore Dollar:	\$0.50 SGD
Swedish Krona:	3.25 SEK
Swiss Franc:	0.55 CHF
New Taiwan Dollar:	\$10.00 TWD
Thai Baht:	11.00 THB
Turkish Lira:	0.45 TRY
U.K. Pounds Sterling:	£0.20 GBP
U.S. Dollar:	\$0.30 USD

Installment Processing Fee in Mexico. If your buyer decides to pay you in installments, the Fee you pay is based on the number of installments selected by the buyer. The Fee is the applicable domestic Commercial Payment Fee as listed in Section 2 above, plus the percentage stated below. PayPal reserves the right to remove your ability to offer installments using the PayPal Services anytime and without prior notice to you.

Number of Installments	Installment Processing Fee in Mexico
2 installments	3.25%
3 installments	4.55%
4 installments	5.55%
5 installments	6.90%

6 installments	7.25%
7 installments	9.10%
8 installments	10.45%
9 installments	11.25%
10 installments	12.45%
11 installments	13.25%
12 installments	13.50%

Refund Fee

Activity	Country	Fee
Refunding a Commercial Payment	China, Hong Kong, India, Indonesia, Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and Vietnam.	<p>If you issue a full refund of the Commercial Payment, we will retain the full Fixed Fee portion of the Commercial Payments Fee.</p> <p>If you issue a partial refund of the Commercial Payment, we will retain the pro-rata share of the Fixed Fee portion of the Commercial Payments Fee.</p>
	Albania, Andorra, Bosnia and Herzegovina, Croatia, Georgia, Iceland, Moldova, Monaco, Serbia, Turkey.	<p>The buyer's Account will be credited with the full Commercial Payment amount in the event of a full refund, or a portion of the Commercial Payment amount in the event of a partial refund.</p> <p>Your Account will be charged with the pro-rata share of the amount initially credited to your Account in connection with the Commercial Payment and the</p>

		pro-rata share of the Fixed Fee portion of the Commercial Payments Fee
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2. **Bank/Credit Card Fees.** Your bank, credit or debit card company may charge you fees for sending or receiving funds through PayPal. For example, you may be charged currency conversion fees, international transactions fees, or other fees even when your transaction is domestic, and does not require a currency conversion. PayPal is not liable for any fees charged to you by your bank, credit or debit card company or other financial institution based on your usage of PayPal. If you are in Israel, your bank account may be charged immediately for a PayPal transaction that is funded with a credit card.

[Back to top](#)

Exhibit B - Terms Applicable Specifically to Business and Premier Users in Japan.

PayPal Pte. Ltd. is registered as a Funds Transfer Business Operator under the Funds Settlement Act (Act No. 59 of June 24, 2009) (hereinafter referred to as the "Funds Settlement Act").

To be eligible to use the PayPal Services, you must be at least 18 years old.

Please be advised that the PayPal Services in Japan are provided by PayPal Pte. Ltd., a Singaporean company. PayPal accepts payments from buyers on behalf of the Sellers. As a Seller, you agree that once PayPal accepts payments from the buyer, you release and discharge the buyer of any further liability for the amount of the payment. When persons make donations through PayPal, PayPal accepts payments from such donors on behalf of the donees. As a donee, you agree that once PayPal accepts payments from the donor, you release and discharge the donor of any further liability for the amount of the donation.

You shall not use the PayPal Services for payments that need to be approved by the Ministry of Finance or the Ministry of Economy, Trade and Industry under the Foreign Exchange and Foreign Trade Act (Act No. 228 of December 1, 1949).

Notwithstanding Section 12 above, for any claim (excluding claims for injunctive or

other equitable relief) where the total amount of the award sought is less than \$10,000.00 USD, you or PayPal may elect to resolve the dispute through binding arbitration in Japan. Any such arbitration shall be administered by an established ADR provider mutually agreed upon by the parties. The award rendered shall be final and binding upon the parties. Any judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

Alternatively, and notwithstanding Section 12 above, any Claim may be adjudicated by a court of competent jurisdiction located in Japan, and you and PayPal agree to submit to the personal jurisdiction of the courts located in Japan.

For the avoidance of doubt, if a dispute is submitted to arbitration or a court under this Section, the parties agree that this Agreement shall continue to be governed by the laws of Singapore.

Handling of personal information:

PayPal will obtain, use and otherwise handle your personal information in compliance with the “Privacy Policy for Business and Premier Users” which has been separately established by PayPal.

Explanatory Notes:

Your acceptance of this Agreement shall constitute your confirmation of the following facts:

The PayPal Services differ from an exchange transaction provided by banks, etc.

The PayPal Services do not include accepting deposits, savings, periodical deposits, etc.

The PayPal Services do not constitute payment of insurance money as set forth in Article 53 of the Deposit Insurance Act or Article 55 of the Agricultural and Fishery Cooperation Savings Insurance Act.

PayPal has taken preservative measures based on the Funds Settlement Act by executing a performance guarantee money preservation agreement with Standard

Chartered Bank.

For your protection, a performance insurance money preservation system is set forth in the Funds Settlement Act.

Please note that a User who is entitled to a return of the above performance insurance money will be the Seller. In the event that a buyer sends a payment using the buyer's PayPal balance, the entitlement to a return of the performance insurance money will be transferred from the buyer to the Seller at the time that the buyer sends such payment.

Provision of Information

When you click PayPal payment button, PayPal will complete remittance immediately upon confirming the availability of your funding source sufficient to cover the amount of the payment, subject to system maintenance and availability. Please see Sections 2 and 3 above for additional details.

You may withdraw funds from your Account by electronically transferring them to your U.S. bank account or to your local bank account by following the withdrawal procedure accessible from the "Withdraw funds to your bank account" link on the "Withdraw" subtab of the "My Account" tab on the PayPal website. When you click PayPal data transmission button at the end of such procedure (the "Withdrawal Button"), the withdrawn funds will be deposited into your designated bank account after the elapsing of three (3) Banking Days (not inclusive of either the Banking Day on which you click the Withdrawal Button or the Banking Day at the end of which such three (3) Banking Days elapses), subject to system maintenance and availability as well as applicable withdrawal limits and PayPal holds and Reserves. The term "Banking Days" shall mean days on which banks are customarily open for business in the United States (if you are withdrawing funds from your Account to your U.S. bank account) or in Japan (if you are withdrawing funds from your Account to your local bank account). Please see Sections 5.2 and 11 for additional details.

To use the PayPal Service, you will be charged the Fees as set out in Exhibit A (Fees).

When a currency conversion is required, PayPal engages either of The Royal Bank of Scotland PLC or Citibank N.A., both of which are licensed banks, to perform the currency conversion by applying TTM Rate. The exchange rate is determined by either of these banks and disclosed to you at the time of a transaction. PayPal adds this Fee to the exchange rate.

In the event that a currency conversion is necessary other than for purposes of payment, the calculation method for such currency conversion shall be the same as if such currency conversion were being carried out for purposes of payment.

PayPal receives complaints and inquiries in regards to the PayPal Service at the following:

At PayPal's website at <https://www.paypal.com/jp/>; please log into your PayPal Account.

PayPal Network Information Services (Shanghai) Co., Ltd.
19F, Lujiazui Financial Plaza, No. 1217, DongFang Rd., Pudong, Shanghai, 200127, China

PayPal, Worldwide Operations
Error Resolution Department, P.O. Box 45950, Omaha, NE 68145-0950, USA

Concentrix Services Corporation
Tokyo East 21 Tower 3FI, 6-3-1 Toyo, Kotou-ku, Tokyo, Japan 135-8559

Genpact International Inc
No. 30 Software Park Road, East, Dalian Software Park, Dalian, Liaoning China
-116023

Telephone:
(0120) 271-888
(03) 6739-7360
(03) 5767-5552

Time in: from 9 a.m. to 6 p.m. (Except Saturday, Sunday and Holiday)

PayPal handles complaints and resolves disputes utilizing the following institutions:

Measures for the Handling of Complaints

Japan Payment Service Association (Telephone: 03-3219-0628)

Measures for the Dispute Resolutions

Tokyo Bar Association Dispute Resolution Center (Telephone: 03-3581-0031)

Daiichi Tokyo Bar Association Arbitration Center (Telephone: 03-3595-8588)

Daini Tokyo Bar Association Arbitration Center (Telephone: 03-3581-2249)

The maximum amount of a transaction utilizing the PayPal Services is 1 (one) million JPY or an equivalent amount.

You may check your Account status including transaction history by logging in to your Account. You can see your most recent transaction activity on the first page that appears after you log in to your Account, and you can check older transaction history by clicking History near the top of that page.

You may close your Account at any time by following the steps described in 1 through 4 below:

1. Log in to your Account;
2. Click Profile near the top of the page;
3. Click My settings; and
4. Click Close Account in the Account type section and follow the steps listed in that section.

There is no provision for the effective period of this Agreement.

Know Your Customer.

PayPal implements Know Your Customer procedures in respect of Business and Premier Users in accordance with methods determined by PayPal which are based on the Act on Prevention of Transfer of Criminal Proceeds (Act No. 22 of March 31, 2007) and the Foreign Exchange and Foreign Trade Act (Act No. 228 of December

1, 1949). In order to keep the information updated, if you have changes on the items related to Know Your Customer you shall inform us such items without delay. In addition, when we ask you to confirm whether there are changes on the items related to Know Your Customer, you shall cooperate with us for such confirmation.

Business and Premier Accounts that require Simplified Know Your Customer Procedures

Notwithstanding anything in this Agreement to the contrary, the following provisions will apply to the Business and Premier Accounts that require Simplified Know Your Customer (as defined below) procedures:

1. The Section about Know Your Customer in this Exhibit B (Terms Applicable Specifically to Business and Premier Users in Japan) of this Agreement does not apply to your account. However, in order to open and maintain your Account, you must provide us with correct and complete Information that we consider necessary to validate your identity (“Simplified Know Your Customer”). In the event that information that you provided changes, you must provide us with the updated information immediately.
2. Subject to the provisions of paragraphs 3, 4, 7 and 8 below, you acknowledge that the provisions of this Agreement related specifically to the retention and use of balance in your account, shall not apply to Accounts that have only completed Simplified Know Your Customer procedures.
3. Notwithstanding Section 2, you will not be able to use such Account balance for sending payments. Even if you have received monies into your Account, such monies will not be used to fund outgoing payments.
4. Section 5 (Withdrawing Money) shall not apply to your Account. Notwithstanding Section 5, PayPal may require the fund in your Account to be periodically withdrawn or transferred into your bank account, as determined by PayPal. PayPal may choose to pass along any applicable fees upon such withdrawal or transfer.
5. The PayPal Services for your Account is so-called agency payment service, which is not regulated under the Fund Settlement Act.
6. You are not entitled to a return of or any other protection in relation to performance insurance money as set forth in the Funds Settlement Act.
7. We may limit other function or activity of your Account to the extent necessary pursuant to any applicable laws and regulations.

8. In the event that you want to use the balance of the Account for sending payments, or exempt your Account from any provisions set out in this Section, you will be required to complete Know Your Customer procedures in respect of Business and Premier Users in accordance with methods determined by PayPal which are based on the Act on Prevention of Transfer of Criminal Proceeds. After the completion of such Know Your Customer procedure, the provisions in this Section (Business and Premier Accounts that require Simplified Know Your Customer Procedures) shall not apply to your Account thereafter.
9. Except for the provisions as set out in paragraphs 1 through 8 above, all the other provisions as set out in this Agreement shall apply to your Account.

Exclusion of Antisocial Forces

1. The User represents and warrants that the User is not currently an organized crime group, a member of an organized crime group, a person who stopped being a member of an organized crime group less than five (5) years ago, a quasi-member of an organized crime group, a person having a close relationship with an organized crime group or a member of an organized crime group, an organized crime affiliated enterprise, a 'Sokaiya' corporate extortionist or the like, an organized crime group feigning advocacy of a social movement etc., 'specialized knowledge' organized crime group (tokushu-chino-boryoku-shudan) or the like, or other party commensurate thereto (hereinafter referred to as a "Member of an Organized Crime Group, Etc."), and that the User does not fall under any one of the following, and firmly promises that the User will not fall thereunder in the future:
 1. The User has a relationship where it can be found that a Member of an Organized Crime Group, Etc. has control over its management;
 2. The User has a relationship where it can be found that a Member of an Organized Crime Group, Etc. has substantial control over its management;
 3. The User has a relationship where it can be found that the User unjustly utilizes a Member of an Organized Crime Group, Etc., for example, for the purpose of gaining unjust profits for himself/herself, his/her company or a third party, or for the purpose of inflicting damages on a third party;

4. The User has a relationship where it can be found that there is an involvement with a Member of an Organized Crime Group, Etc., for example, providing funding or other conveniences.;
 5. The User's officer or a person substantially involved in its management has a socially unacceptable relationship with a Member of an Organized Crime Group, Etc.
2. The User promises that it will not engage or cause a third party to engage in acts that fall under any one of the following:
 1. Make violent demands;
 2. Make unjust demands beyond the scope of legal liability of PayPal;
 3. Use threatening language or actions, or violence in connection with transactions;
 4. Disseminate rumors, or use fraud or force to damage the credit of PayPal, or interfere with the business of PayPal;
 5. Engage in acts otherwise commensurate to any of the foregoing.
3. In the event the User is the equivalent of a Member of an Organized Crime Group, Etc. or any of the respective types set out in Paragraph 1 or engages in any of the acts of the respective types set out in the preceding paragraph, or it is discovered that false statements were made with regard to the representations, warranties and promises under the provisions of Paragraph 1 and the commencement of continuation of transactions with the User is inappropriate, PayPal, if prior to the execution of this Agreement, shall be entitled to refuse to enter into this Agreement with the User, or if after the execution of this Agreement, shall be entitled to immediately suspend transactions with the User, and without requiring any peremptory notice shall be entitled to cancel this Agreement by providing the User with notice thereof.
4. In the case prescribed in the preceding paragraph, the User, when demanded by PayPal, shall have all the obligations it owes PayPal accelerated, and shall immediately repay these obligations.
5. The User shall make no claims against PayPal even when the User has suffered damages through the application of the provisions of the preceding paragraph. In addition, the User shall be liable for the damages suffered by PayPal.
6. This Agreement shall expire when the obligations are repaid under the provisions of Paragraph 4.

Collection, Retention, and Use of Data

1. You acknowledge and agree that (i) we will collect, retain, and use the information concerning you in relation to the items set out below (collectively, "Merchant Data") after taking security treatment that we deem appropriate, (ii) we will provide the Merchant Data to credit card companies and other parties that we enter into an agreement with (such credit card companies and other parties are collectively referred to as "Credit Card Companies"), and (iii) Merchant Data will be collected, retained, and used by the Credit Card Companies, for the purpose of conducting merchant screening before starting transactions and any follow-up supervision and screening for any continuous transactions thereafter. You also acknowledge and agree that PayPal or the Credit Card Companies may use the Merchant Data for the screening of other merchants or for the screening of Business and Premier Account users for the purpose of avoiding duplicated merchant memberships or duplicated contracts.
 - a. trade name (name), address, ZIP code, telephone (FAX) number, representative's name, gender, address, date of birth, home telephone number, and any other information concerning you which was submitted to PayPal by you;
 - b. dates of application, contract, and termination of the contract, and any information concerning transactions between you and PayPal, as well as any information concerning transactions between you and any of the Credit Card Companies;
 - c. information concerning the treatment of credit cards by PayPal and/or by you;
 - d. information concerning use, payment, and payment history of credit cards by PayPal or you, which is obtained by the Credit Card Companies;
 - e. information concerning the contents of your verification documents such as business permits;
 - f. information concerning the contents of such documents as commercial registration, residence certificates, certificate of tax payment registration, which are lawfully and appropriately obtained by the Credit Card Companies from PayPal or any public institution;

- g. information concerning you that is published by official gazettes, telephone directories, or residential maps;
 - h. information concerning you that is published by any public institutions, consumers' organizations, mass media, etc., and any further information concerning such published information that is obtained by PayPal or the Credit Card Companies as a result of their investigation; and
 - i. any other credit information concerning you, such as bankruptcy, civil rehabilitation, corporate reorganization, other bankruptcy proceedings, as well as any information concerning your credit standing..
2. The provisions in 1 above survive after the termination of the contract between you and PayPal.

Consent to Registration of Data with the Japan Consumer/Credit Card Association Merchant Information Exchange Centers and Data Sharing

1. You acknowledge and agree that (i) information concerning the objective facts about you in relation to the transaction pursuant hereto will be registered with the Japan Consumer/Credit Card Association Merchant Information Exchange Centers (such information, the "Registered Information", and such centers, the "Centers"), and (ii) the Registered information (including information that was already registered at the Centers) will be used by PayPal or any member of the Centers for the purpose of conducting your screening process as a merchant. The details of the Centers are set out under "Merchant Data Institutions" below, and in the event of any addition or changes relating to the Centers, PayPal or the Credit Card Companies will make an announcement to you or notify you in such manner(s) as they consider appropriate, and the definition of "Centers" in your contract with PayPal shall be amended to read accordingly.
2. You acknowledge and agree that the Registered Information will be used by the Credit Card Companies for the purposes of conducting merchant screening.
3. You acknowledge and agree that the Registered Information will be disclosed via the Centers to members of such Centers, and will be used for the purposes of conducting your screening process as a merchant.

4. You acknowledge and agree that the Registered Information will be shared among and used by the members in respect of the purpose of data sharing, information registered, and scope of data sharing, etc. as set out in "Centers, and Scope and Purpose of Data Sharing" below.

Centers, and Scope and Purpose of Data Sharing

1. You acknowledge and agree that the information items within the chart in section 2 below will be registered with the Centers defined in the chart, and that, when information registered with the Centers is available, that information will be used by members of the Centers within the scope of the purpose defined in section 2 below.
2. **Merchant Data Institutions:**

Name	Japan Credit Card Association JCCA Merchant Information Center (JIM)	Japan Consumer Credit Association JCA Data of Merchant Center (JDM Center)
Address	105-0004 2-12-17 Shinbashi, Minato-ku, Tokyo Shinbashi I-N Building 1st Floor	103-0016 14-1 Koamicho, Nihonbashi, Chuo-ku, Tokyo Sumisei Nihonbashi Koamicho Building 6th Floor
Tel	03-6738-6626	03-5643-0011
Business hours	Monday-Friday (excluding national holidays and year-end/new year's holidays) 10:00 AM-12:00 PM/ 1:00 PM-4:00 PM	Monday-Friday 10:00 AM-5:00 PM (excluding year-end/new year's holidays, etc.) *Please ask for further details.
Purpose of Sharing and Use	To perform merchant screening in order to exclude any malicious merchants while providing consumer protection, merchant contract follow-up supervision, other decisions related to contract continuation, and disclose/correct/suspend use in order to preserve accuracy of merchant information	To perform Merchant Screening by affiliates, supervision of merchants following affiliation, screening with regard to continuous transactions, etc., in order to contribute to the development of sound credit card transactions and the protection of consumers in accordance with the JCA Data of Merchants System that is organized to operate as the Certified Installment Sales Association as prescribed under the Installment Sales Act

<p>Scope of Shared-use Information</p>	<ul style="list-style-type: none"> - Name, date of birth, address, and other details of your representative as reported to the Credit Card Companies - Your company name, address, telephone number, business category, transaction information, and other information regarding transactions between you and the Credit Card Companies - Date on which a member used the Merchant Data 	<p>(1) The facts and circumstances concerning any required investigation for complaint handling with respect to the relevant merchant in relation to transactions of a comprehensive credit purchase intermediary or an individual credit purchase intermediary</p> <p>(2) The facts and circumstances concerning termination of an agreement relating to a comprehensive credit purchase intermediary or an individual credit purchase intermediary, where such termination is due to an act that adversely affects the protection of customers in relation to the operation of the comprehensive credit purchase intermediary or individual credit purchase intermediary</p>
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<p>Scope of Shared-use Information</p>		<p>(3) Information concerning objective facts with respect to an act that causes unreasonable damage to a members of the Center, a customer, or other party, where such act is deemed, or might be deemed, to adversely affect the protection of the customers, or where it is difficult to determine whether such act applies to the foregoing circumstances</p> <p>(4) Information concerning the facts reported to members of the Center by a customer (whether or not such person has entered into any contract), and, in relation to such reported facts, information on any act that was deemed to adversely affect, or may adversely affect the protection of the customer, and information concerning the facts in which it is difficult to determine whether such act has been carried out</p> <p>(5) Information collected by the Center regarding facts published by any administrative agencies and the details of such publications (including information published in violation of the Act on Specified Commercial Transactions and other applicable laws)</p> <p>(6) Information concerning any act adversely affecting the protection of the customers other than that described above</p> <p>(7) Your name, address, telephone number, and date of birth as pertains to (1) to (6) above (in the case of a corporate, the company name, address, and telephone number, as well as the name and date of birth of the corporate representative). As pertains to information in which it is difficult to determine whether such act has been carried out, the name, address, telephone number, and date of birth (in the case of a corporate, the name and date of birth of the corporate representative) are excluded from the information under (4).</p>
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Scope of Sharing and Use	Members among JCCA affiliates using the JCCA Information of Merchants Center (a list of members can be found at the site given below) http://www.jcca-office.gr.jp/	Comprehensive credit purchase intermediary operator, individual credit purchase intermediary operator, credit card payment processing institution, and the Center, which are members of the JCCA and members of the Center (members are listed on the website of the Japan Consumer Credit Association) http://www.j-credit.or.jp/
Term of registration	Term not exceeding five years from registration with the Center (for information in which members have used Merchant Data: term not exceeding six months)	Term not exceeding five years from the registration date
Shared-use Supervisor	Japan Credit Card Association	Japan Consumer Credit Association JCA Data of Merchant Center

- 3. Disclosure, Correction, and Deletion of Information:** You will be entitled to request PayPal, the Credit Card Companies, and the Centers for the disclosure, correction, and deletion of personal information concerning you pursuant to the Act on the Protection of Personal Information (Act No. 57 of May 30, 2003).

PayPal Here Terms and Conditions

These PayPal Here Terms and Conditions (“PayPal Here Terms”) are provided to Business and Premier Users that have a PayPal Account and have been approved by PayPal to use the PayPal Services to accept payments and payments by credit cards into their PayPal Account using the PayPal Here swipe device(s) and software (“PayPal Here”). In order to use PayPal Here, you must be a PayPal Member, have a PayPal Account in good standing and be approved by PayPal, and you also must have agreed to this User Agreement for Business and Premier Users in Japan (“User Agreement”). These PayPal Here Terms are incorporated into this User Agreement and, together with this User Agreement, set forth requirements regarding use of PayPal generally, including use of PayPal Here.

- 1. Product Description.** PayPal Here allows you to accept payments into your PayPal Account using PayPal payments and credit cards. It also allows you to do your record keeping, including for cash transactions. You will be required to

agree to various terms applicable to your use of the PayPal Here app as well as provide certain personal information necessary to register you for a PayPal Here account. You must be a PayPal Member, have a Business Account or Premier Account in good standing and be approved by PayPal in order to use PayPal Here.

2. **Getting, Using and Replacing your PayPal Here device.** Once you have been approved for PayPal Here the device will be mailed to you at an address selected by you. If you have multiple addresses, you can select the address to which you would like the device mailed. If you are requesting multiple devices, you can request that different devices be mailed to different addresses. If your device(s) do not work, you may request a new one by contacting us. We may limit the number of devices you can receive at any time, including the number of replacement devices you may receive.
3. **Multiple Devices and Authorised Users.** You may authorise other eligible users to use PayPal Here devices that have been linked to your PayPal Account. In order to authorise such use, you will have to personally request the additional devices that you require to fulfill your point of sale needs. You will also have to register each of these authorised users with PayPal and create a password for each user to be able to authenticate to your PayPal Account. You can only register authorised users that are 18 years or older. Authorised users will not have access to the underlying account information associated with your account. Similarly, authorised users will not be able to withdraw funds from your PayPal Account using the credentials you have set up for them. Prior to issuing a device to any authorised user, we may have to perform screening in accordance with PayPal onboarding policies. In order to assist us in this screening, you agree to provide us with legitimate and accurate information regarding the identity of all authorised users. We reserve the right to deny anyone access to PayPal Here. You are at all times liable for the actions or omissions of your authorised users.
4. **Using PayPal Here.** There is no fee to download the PayPal Here app.

You are required to obtain a customer signature on all credit card transactions. Customers may elect to receive an electronic receipt via email or SMS (where available) rather than a paper receipt.

You agree that any transaction that you submit through PayPal Here shall have

an accurate and true description of the goods and services being purchased. You also agree to comply with any instructions provided to you along with your PayPal Here device.

5. **Mobile Compatibility.** PayPal Here permits you to accept payment card transactions on a compatible mobile device. Devices modified contrary to the manufacturer's software or hardware guidelines are not compatible mobile devices. You may not use a modified device to use PayPal Here. PayPal does not warrant that PayPal Here will be compatible with your mobile device.
6. **Pricing.** In consideration of PayPal providing PayPal Here to you, you agree to pay the fees in the amount and manner set out in a fees schedule provided to you during the application process.
7. **Privacy.** The [PayPal Privacy Policy for Business and Premier Users](#) applies to your use of PayPal Here. The protection of your information is important to PayPal. Likewise, information you receive about payers and other users must be kept confidential, stored securely and only used for purposes related to PayPal Here and as agreed to in the PayPal Privacy Policy for Business and Premier Users. As a reminder, information you receive may not be used to send unsolicited email or SMS messages (where available) to a user without the user's express consent.
8. **Credit Report.** You agree to allow PayPal to obtain from a third party your credit history and financial information about your ability to perform your obligations under these PayPal Here Terms in the manner set out in the PayPal Privacy Policy for Business and Premier Users. PayPal will review your credit and other risk factors of your PayPal Account (reversals and chargebacks, customer complaints, claims etc.) on an ongoing basis. PayPal will store, use and disclose the information obtained in conformity with PayPal's Privacy Policy for Business and Premier Users. If PayPal considers it relevant to assessing your application for commercial credit, you agree to PayPal obtaining from a credit reporting agency a credit report containing personal credit information about you in relation to commercial credit provided by PayPal.
9. **License Grant.** PayPal grants you a personal, limited, non-exclusive, revocable, non-transferable license, without the right to sublicense, to electronically access and use PayPal Here solely to accept and receive payments and to manage the funds you so receive. PayPal Here includes our website, any software, programs, documentation, tools, internet-based services, components, and any updates (including software maintenance, service information, help content,

bug fixes or maintenance releases) thereto provided to you by PayPal. You will be entitled to download updates to PayPal Here service, subject to any additional terms made known to you at that time, when PayPal makes these updates available.

While we want you to enjoy PayPal Here, you may not, nor may you permit any third party to do any of the following: (i) access or monitor any material or information on any PayPal system using any manual process or robot, spider, scraper, or other automated means; (ii) copy, reproduce, alter, modify, create derivative works, publicly display, republish, upload, post, transmit, resell or distribute in any way material or information from PayPal; (iii) permit any third party to use and benefit from PayPal Here via a rental, lease, timesharing, service bureau or other arrangement; (iv) transfer any rights granted to you under these PayPal Here Terms; (v) violate the restrictions in any robot exclusion headers on PayPal Here, work around, bypass, or circumvent any of the technical limitations of PayPal Here, use any tool to enable features or functionalities that are otherwise disabled in PayPal Here, or decompile, disassemble or otherwise reverse engineer the PayPal Here software or hardware, except to the extent that such restriction is expressly prohibited by law; (vi) perform or attempt to perform any actions that would interfere with the proper working of PayPal Here, prevent access to or use of PayPal Here by our other users, or impose an unreasonable or disproportionately large load on our infrastructure; or (vii) otherwise use PayPal Here except as expressly allowed under this section.

- 10. Ownership.** PayPal Here is licensed and not sold. PayPal reserves all rights not expressly granted to you in these PayPal Here Terms. PayPal Here is protected by copyright, trade secret and other intellectual property laws. PayPal owns the title, copyright and other worldwide Intellectual Property Rights (as defined below) in the Service and all copies of PayPal Here. These PayPal Here Terms do not grant you any rights to PayPal's trademarks or service marks.

For the purposes of these PayPal Here Terms, "Intellectual Property Rights" means all patent rights, copyright rights, mask work rights, moral rights, rights of publicity, trademark, trade dress and service mark rights, goodwill, trade secret rights and other intellectual property rights as may now exist or hereafter come

into existence, and all applications therefore and registrations, renewals and extensions thereof, under the laws of any jurisdiction.

11. **Order of Precedence.** Any terms not expressly addressed herein shall be as provided for in your other agreements with PayPal. In the event of a conflict between these PayPal Here Terms and the terms contained in your User Agreement for Business and Premier Users in Japan, the conflict shall be resolved by giving precedence to the terms of these PayPal Here Terms.

12. **Prohibited Goods and Services.** As a reminder, you may not use PayPal in violation of the Acceptable Use Policy.