



ecoVoucher Redemption Guide

1 General

1.1 To redeem an ecoVoucher the following requirements should be met:

- a redemption of the ecoVoucher may be requested starting from its *Issue Date* till its' *Use by Date* and during a period of 6 (six) years after the date on which the ecoVoucher Terms and Conditions terminate;
- the ecoVoucher must be unused (i.e. its PIN number and face value shall not submitted to a Participating Merchant for validation) at and after submission of the redemption request;
- the funds in the ecoVoucher should be sufficient to cover the Redemption Fee and Monthly Charges (if applicable); and
- the ecoVoucher must be purchased from a Distributor (or from its authorised retailers) listed on Our Website (<https://www.ecovoucher.net>) or as otherwise made known to You by Us.

1.2 Upon receipt of Your redemption request:

- We will begin processing Your redemption request immediately provided that You have complied with the ecoVoucher Terms and Conditions. It will be processed within 2 (two) weeks from the date of receipt of a valid documentation from You that proves You are the rightful Holder of the ecoVoucher as provided for in Section 8.2 and Section 21.4 of the ecoVoucher Terms and Conditions;
- the redemption amount (i.e. the ecoVoucher's face value minus the Redemption Fee and the applicable Monthly Charges, if any) will be paid by Us to your personal ecoAccount available at www.ecopayz.com or via bank transfer to the payment (bank) account specified by You and of which You are the rightful holder only. In case of the bank account refund method, the redemption amount may be subject to third party fees (financial institution or association or other payment service providers). We cannot make available details of fees charged by third parties and We cannot be held liable for those fees;
- In case of the bank account refund method, the time frame between Us confirming Your redemption request and issuance and receipt of the redemption amount in Your payment (bank) account will depend on the involved financial institution or association or other payment service providers.

2 Redemption Fee and Monthly Charge

2.1 The Redemption Fee does not apply to redemption requests submitted during the *cancellation period* (i.e. within 14 days of the ecoVoucher's *Issue Date*).

2.2 The Redemption fee of 10 EUR per an ecoVoucher may be applied by Us. The Redemption Fee will be deducted from the balance of Your ecoVoucher before or on execution of Your redemption request. Where You

Address
(must be the same as on
Your proof document)

Post code

Contact Phone Number

Contact E-mail Address

Reason for Redemption

Action Fraud or Police
Reference Number
(if applicable)

ecoVoucher #1 PIN

Issue Date

ecoVoucher Face Value

ecoVoucher Currency

*If the ecoVoucher is
purchased online:
purchase date and name
of the Distributor / its
authorised retailer*

ecoVoucher #2 PIN

Issue Date

ecoVoucher Face Value

ecoVoucher Currency

*If the ecoVoucher is
purchased online:
purchase date and name
of the Distributor / its
authorised retailer*

Total Refund Amount and
Currency Requested
(minus Refund Fee and
Monthly Charges, if
applicable)

Signature: _____ Date: _____

The ecoVoucher Redemption Application Form is deemed to be submitted and recorded when all the information and documents required in this form have been received by IPS Solutions Ltd. and all supporting documents are in acceptable quality.

Failure to sign and provide all the correct documentation or information in good quality will prevent the processing of Your redemption request.

Please send this form and all supporting documentation to ecovouchersupport@ecopayz.com or by mail to: ecoVoucher, IPS Solutions Ltd, 73 Metochiou, Nicosia, 2407, Cyprus.