

# Inbank „split into parts“ Payment Conditions

Inbank Finance AS

Effective as of 20.06.2022

In order to ensure that your purchase experience is as convenient and as pleasant as possible, the terms and conditions listed below apply between you and us (which is to say the client and Inbank).

## **How does Inbank payment solution work**

If you choose Inbank “split into parts” payment method to make your payments with, we break up the purchase price into several payments. The number of payments may vary depending on where you buy the goods from. After that, we send you an e-mail with information about the purchase and the repayment dates. We e-mail you every Inbank payment solution invoice for a payment 10 days before the deadline, and you can make the repayment via bank transfer to Inbank’s account. Our General Terms and Conditions of Inbank Payment Methods apply to the range of payment methods we offer.

## **Who can use Inbank „split into parts“ payment solution**

To make sure that using Inbank payment solution will be financially doable for you, we check public registers and, if needed, other publicly available sources of information.

Paying for a purchase with the payment solution might not work if you have any arrears or if you’ve used it before and still haven’t managed to repay the full balance of your shopping basket to Inbank. Also, your shopping basket amount could exceed the payment solution limit currently being offered to you.

## **Price and payment**

Inbank offers this payment solution free of charge.

The goods become yours as soon as you obtain them and the seller transfers all claims arising from the sale agreement to Inbank Finance AS, including Inbank payment claims and associated claims (first and foremost penalties and any claims for the compensation of damages arising from you not fulfilling your obligations).

When making a payment make sure the reference and account numbers on the invoice match those set out in the e-mail sent to you. If they don’t, your payment won’t reach Inbank’s account and your payment will be listed as unpaid.

## **Refunds**

If you want to return goods for a refund, contact the merchant who sold them to you. The merchant will then inform Inbank that you’ve done so, and in the case of a full refund Inbank will cancel your payment solution payments. Bear in mind that you may still be issued with an invoice on the first repayment date if there were shipping costs or other additional services in your shopping basket that aren’t subject to refunding.

In the case of a partial refund, the merchant will notify Inbank of the return and then we will unilaterally amend the agreement and send you a new schedule with a reduced amount and an invoice with updated data before the payment deadline.

If you have made a purchase in the osta.ee environment, please contact the merchant with whom you made the purchase regarding the return request. The Merchant will return the money for the returned goods to the bank account belonging to you specified by you and you can continue to make refunds according to the schedule. Please note that when returning the goods, the merchant may not reimburse you for shipping costs or other additional services that will not be reimbursed upon return.

## **What happens if a payment goes unpaid**

If you see you’ll have trouble making a repayment, contact us here at Inbank straight away. If possible, we’ll extend your repayment schedule and reduce your monthly payments. In a word, we’ll work with you to find the best solution.

If you get into debt, you may find that a penalty and recovery costs are added to your invoice in accordance with Inbank’s [Price List](#). If the situation demands it, then based on your Payment Conditions we may transfer any claims we have against you to a collection agency. In such a case you’ll be informed that we’ve done so. We have the right to pass on information about you and your transactions to third parties if such a right and/or obligation arises from law or our Terms and Conditions.

If you have any questions, get in touch with our customer support team

info@inbank.ee

+372 640 8080

Our aim is to offer you a high-quality service. If at any time you’re unhappy with our service (including our customer service), please let us know by following the Procedure for Resolutions of Complaints on our website.