

Please note : This program is provided by Amazon for all eligible transactions. There's no sign-up, opt-in, or registration necessary.

Introducing Amazon Payments

Amazon Payments is a legal arrangement whereby money, intellectual or other property is delivered to a neutral third party (Amazon) to be held in trust pending the fulfillment of a contract.

During that important time between placing an order and receiving items or completing services, Amazon Payments is here to provide full monetary security to both parties. The buyer's money is held securely until their items or services are properly delivered, and the seller has full payment guaranteed if they fulfill their promise. On completion, Amazon will disburse the money, intellectual or other property to the proper recipient, otherwise is bound by a fiduciary duty to maintain the account.

Amazon Payments is independent of both parties and protects the interests of both the buyer and the seller. The use of our service eliminates the risks associated with dealing with unknown parties, particularly over the internet. Amazon Payments is commonly used in property, timeshare, vehicle, caravan and boat sales, the transfer of intellectual property and other high value transactions.

Whilst placed in a Amazon Payments, all monies are held in a secure client account until the transaction is completed. Other property need securing, such as title deeds, is held in an equally secure environment. The use of a client account ensures that the monies are protected and cannot be used for any purpose other than the intended transaction.

Protect yourself with Amazon Payments. We protect both buyer and seller with a simple, 5-step process:



- 1. Buyer and Seller agree to Terms of Sale** : The seller provides details of the proposed transaction and **Amazon Payments** draw up a contract for approval by both parties.
- 2. Buyer secures payment** : The buyer pays the purchase price to **Amazon Payments** and we bank it in a secure client account.
- 3. Seller is authorized to ship the item** : Once payment is secured **Amazon Payments** authorizes the seller to deliver the items to the buyer. The Seller is prompted to submit delivery updates. **Amazon Payments** verifies that the buyer receives the item.
- 4. Buyer receives the item for inspection** : On receipt, the buyer checks that the items are as described and in accordance with the contract.
- 5. Payment is released** : Buyer confirms that the contract has been completed and **Amazon Payments** releases the funds from the client account to the seller. If the buyer refuses the transaction **Amazon Payments** will issue a full refund. Refunds are processed within 2 days, depending on buyer location and how the buyer chooses to have the payment refunded.

Holds & Claims

Both parties involved in an transaction are **forbidden** from exchanging *sensitive* information: **ID / Passport / Driver License / Registration documents**. - Amazon Payments is solely authorized to run checks on seller, buyer and transacted items.

Seller's Identity and legal sale rights over the item making object of an Amazon Payments transaction are verified for accuracy and legal claims. Vehicles/Caravans sold under the Amazon Payments protection program are checked for the following issues before entering the program:

- Outstanding finance
- Availability and accuracy of the registration documents
- Scrapped or stolen
- Insurance write-off
- Mileage discrepancy

To protect against the risk of liability, Amazon Payments holds the funds from both Seller and Buyer pursuant to the terms of the Amazon Payments Buyer Protection Policy. Payments are usually secured in less than 2 hours. Under rare circumstances it takes up to 24 hours.

Buyer recourse steps

- 1. Contact the seller.**
If your item hasn't arrived or isn't as described, contact the seller first. Give them a chance to make things right for you.
- 2. Still not resolved. Get assistance from Customer Support service.**
Our customer support specialists are here to help. Just contact us if your item hasn't arrived or isn't as described to open a case.
- 3. We'll work with the seller to help resolve the issue.**
We'll contact the seller and ask them to resolve the issue within 2 business days (4 days for international transactions). If the issue is not resolved within the allocated time frame, a refund in amount of your full purchase price will be released to you.

What does Amazon Payments Buyer Protection cover.

Amazon Payments protects your property, timeshare, vehicle, caravan and boat sales, the transfer of intellectual property and other high value transactions against fraud and material misrepresentation. Your purchase is protected for up to **\$50,000.00** or the purchase price, whichever is lower. The program covers property, timeshare, vehicle, caravan and boat sales and the transfer of intellectual property.

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All purchases by eligible buyers that meet these conditions are covered by Amazon Payments.

The following types of fraud and material misrepresentation are covered:

- ✓ Paying for items and never receiving it;
- ✓ Sending a deposit for items and never receiving it;
- ✓ In case of vehicle transactions, paying for and receiving a vehicle:
 - That was a stolen vehicle at the time of the transaction.
 - With an undisclosed or unknown lien against its title.
 - Of a make and/or model that is different than what was described by the seller.
 - Without receiving the title for that vehicle from the seller.
 - Whose title is subject to an undisclosed salvage, rebuilt, reconstructed, scrapped/destroyed, manufacturer buyback, or water damage title brand at the time of the sale.
 - With a model year that is different than the model year described in the seller's listing.
 - With an odometer reading that is different than the odometer reading described in the seller's listing.

How does this program benefit sellers.

Amazon Payments protection makes it easier for buyers and sellers to resolve issues with a new, streamlined process for customer assistance. Amazon Payments is independent of both parties and protects the interests of both the buyer and the seller. The use of our service eliminates the risks associated with dealing with unknown parties, particularly over the internet. Amazon Payments is commonly used in property, timeshare, vehicle, caravan and boat sales, the transfer of intellectual property and other high value transactions. Sellers can always contact our customer support specialists to discuss their case 7 days a week, between 9:00 AM - 11:00 PM GMT and have full payment guaranteed if they fulfill their promise.

Marketplace Safety Tip

Pay with Amazon Payments. It's the easy and fast way to pay and it lets you shop without sharing your financial details with unknown parties.