



Terms and Conditions of Use for Voucher Codes (Voucher)

1. General

TWINT AG (hereinafter referred to as "**TWINT AG**") is a Swiss public limited company headquartered in Zurich.

TWINT AG operates a payment system (hereinafter referred to as the "**TWINT payment system**") that can be used by means of a mobile payment app. TWINT AG and the issuing banks (hereinafter jointly referred to as the "**Issuer**") offer their own separate payment apps (hereinafter referred to as the "**TWINT app**") under the TWINT brand.

These Terms and Conditions of Use for Voucher Codes (hereinafter referred to as a "**Voucher**") (hereinafter referred to as "**Terms and Conditions of Use**") shall govern the purchase and redemption of Vouchers and shall apply for every person who purchases or redeems a Voucher (hereinafter referred to as a "**User**").

These Terms and Conditions of Use shall be considered as having been accepted when the User purchases, receives or redeems a Voucher.

2. Vouchers

TWINT AG issues, among other things, physical and digital Vouchers that can be purchased from a wide range of sales outlets operated by third parties.

A Voucher has a fixed nominal value. The nominal value is always denominated in Swiss francs (CHF).

3. Redemption

A Voucher can only be redeemed by the User by entering the code printed on the Voucher in a TWINT app or by scanning the printed QR code using a TWINT app.

Upon redemption of the Voucher, a monetary amount equivalent to the nominal amount of the Voucher shall be credited to the bank account linked to the TWINT app used (in the case of the TWINT app issued by TWINT AG, to the prepaid account).

The Voucher can only be redeemed once and only for the full amount of the nominal value. It shall not be possible to split the Voucher into multiple partial amounts.

The redemption of Vouchers in the TWINT app may be restricted by limits with respect to the nominal value amount, the number of redemptions, the total amount of Vouchers redeemed over a set period and other parameters. Limits are set by the respective Issuer. TWINT AG shall assume no liability for Vouchers that cannot be redeemed due to such restrictions.

4. Restrictions

The nominal value of the Voucher cannot be paid out in cash and the Voucher cannot be returned or exchanged for a different voucher. Interest shall not be applied to the nominal value.

Should the Voucher not be redeemed immediately after being purchased, the User shall be responsible for storing the Voucher carefully to ensure that the voucher details (QR code, number code) remain legible. TWINT AG shall assume no liability for Vouchers that cannot be redeemed due to illegible voucher details.

If a Voucher is lost, stolen or damaged, TWINT shall assume no liability and shall not replace the Voucher. TWINT AG reserves the right to temporarily or permanently suspend the redemption of Vouchers

with due cause. Technical reasons, the prevention of fraud and breaches of the Terms and Conditions of Use shall be deemed to represent due cause.

5. Amendments to the Terms and Conditions of Use

TWINT AG may make amendments to these Terms and Conditions of Use at any time. Amendments shall be disclosed by means of publication at www.twint.ch and shall enter into force upon publication.