

Service Terms And Conditions

- This document outlines the Terms and Conditions ("Terms") that govern the use of the Rebornpay Platform ("Service").
- These Terms constitute a legally binding agreement and, together with their integral components, form the entire agreement between the Customer and the Service.
- The Service reserves the right, at its sole discretion, to modify, remove, or add content to these Terms.
- Any such changes will be communicated to the Customer with a minimum notice period of 14 days before they take effect.

Scope of services

- The Service commits to keeping the platform updated, secure, and compliant with industry standards.
- The Service's payment offerings refer to a payment solution provided for websites and/or mobile applications, enabling the customer to:
 - Accept payments from end users via various payment methods;
 - Exchange fiat money for units of another form of currency, such as cryptocurrency;
 - Deposit, withdraw money, and process payouts.

Onboarding

- After the agreement is signed, the Service sets up and tests a dedicated and hosted instance of the service for the customer.
- During onboarding, the Service guides the Customer through the integration process.
- The onboarding process with the Service adheres to the Service's policies and any applicable regulatory guidelines.
- The customer provides all essential documents and details to the Service to successfully complete onboarding (e.g., business type, authorizations, transaction information, contact details, etc.).
- The customer confirms and pledges to ensure that all documentation or information provided to the Service remains consistently accurate and up-to-date.

KYC

- The Service is committed to preventing money laundering and other illicit activities.
- To comply with anti-money laundering (AML) and know-your-customer (KYC) regulations, the Service requires all users to provide accurate and complete information about their identity, business, and any beneficial owners to the Service.

User conduct

- The customer commits to refraining from using the Service in ways that are illicit, illegal, or prohibited by the Terms, or any applicable regional laws.
- The customer shall not use the Service in ways that:
 - Are unlawful, or endorse or promote illicit activities;
 - Advocate for, encourage, or participate in child pornography or exploitation;

- Advocate for, encourage, or participate in terrorism, or violence towards individuals, animals, or property;
 - Endorse, encourage, or partake in spam, unsolicited bulk emails, or hacking and cracking of computers or networks;
 - Violate the intellectual property rights of another user or any third-party entity.
- The Customer pledges not to disclose account credentials to third parties.
 - Unless explicitly permitted in a separate agreement with Rebornpay, the Customer agrees not to replicate, duplicate, copy, sell, trade, or resell the Service for any reason.

Fees and conditions

- The Service may have minimum and maximum deposit limits for its users.
- Funds are settled the following day, up until 21:00.
- Transactions that are not activated will be retained for one month. After this period, such transactions will be automatically deleted and will not be included in any count or record.
- The Customer agrees that the fees shall be charged according to the manner, rates and frequency determined by the Service.
- The Service reserves the right to update the amount of the fees charged at its sole discretion.
- The Service will notify the Customer about any changes in fee structure. This can be done by posting a notification on the website (www.rebornpay.com) or sending an e-mail notification.
- The Customer shall be responsible to do reconciliation on a daily basis for all the transactions processed. In case of discrepancies, the Customer shall report to the Service regarding such discrepancy within three (3) working days.

Support

- Service support (English language) is accessible from Monday to Sunday, between the hours of 9:00 and 21:00. For assistance or inquiries, users can reach out via email or other communication channel (i.e., Telegram)
- Any Service scheduled maintenance activities will be communicated with a notice period of 24 hours in advance.

Dispute Resolution

- During the term of this agreement, both the customer and the Service will strive to settle any disputes that emerge through amicable discussions.

Disclaimers and Limitation of Liability

- The Company does not guarantee that the Service is error-free or will operate without interruption.

- The Service will not be held responsible for any circumstances, which may encompass, but are not limited to, civil, criminal, or administrative proceedings resulting from your provision of any services, providing these services are prohibited or restricted in your country.
- Should the accounts utilized for service delivery encounter restrictions (freeze) because of legal actions or judicial decisions, the Service will make its best efforts to address the situation.
- If the Customer is found to be involved in a fraudulent activity (supported by a police report provided by the Service), the Customer must compensate and return the funds to the affected party.

Suspension and termination

- In the following circumstances, the Service reserves the right to instantly halt services and payment settlements to the Customer:
 - Violating any provision within these Terms.
 - Enabling any transactions that are illicit, etc.
 - Receiving requests from law enforcement agencies.
- If the Service receives several inquiries from the police regarding the Customer's activities within a single month, the Service reserves the right to end the agreement.

Data protection

- Service is committed to protecting the privacy of its users. Any data collected will be processed in accordance with Service's Privacy Policy.
- The Service agrees to implement and maintain comprehensive security controls and measures to ensure the confidentiality, integrity, and availability of data processed on its platform.
- The controls will be designed in accordance with industry best practices, relevant laws, and regulatory requirements.
- Periodic assessments and audits will be conducted by the Service to ensure the effectiveness of these security controls.

Contact information

- For any questions regarding these Terms, please contact the Service at info@rebornpay.com or your dedicated manager.