

PRICELIST

FEES

1.1. We won't ask you to pay any fees when you send or receive money to and from other LUNAPAY wallet users.

SEPA PAYMENTS

1 EUR

ACCOUNT TOP UP VIA CARD

5% of payment amount

PAYMENT TO MASTERCARD OR VISA

2 EUR per payment + 3% of foreign exchange transaction value (currency exchange rate according to ECB – if applicable)

What are my limits?

LUNAPAY wallet clients can easily pay their utility bills, purchase mobile top up, make internet payments, invest in mutual funds, purchase movie, bus and event tickets, pay school fees, make donations and much more.

YEARLY TURNOVER LIMIT

30 000 EUR

YEARLY LIMIT FOR OUTGOING TRANSACTIONS

20 000 EUR

MAX. DEPOSIT SINGLE TRANSACTION/DAILY

3 000 EUR

MIN. DEPOSIT SINGLE TRANSACTION/DAILY

50 EUR

MAX. DEPOSIT TRANSACTION/WEEKLY

5 000 EUR

MAX. DEPOSIT TRANSACTION/MONTHLY

20 000 EUR

WITHDRAWALS/OUTGOING PAYMENTS/DAILY

1 000 EUR

WITHDRAWALS/OUTGOING PAYMENTS/MONTHLY

10 000 EUR

1.2. Applicable Fees might also be provided on Your Account profile once You access it.

1.3. When using Our Services, You may also have to pay applicable 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 these fees. By agreeing to these Terms of Use, You confirm that You have understood this.

1.4. We will deduct all the applicable fees directly from your LUNAPAY Account. So we're kindly asking you to control an amount of funds on your Account, so that the applicable fees may be proceed. Otherwise, the transaction could not be done.

1.5. We reserve 5 workdays (as maximum) to commit any of your transactions, if there's no third parties claims that may affect the term abovementioned. If there is any third party claim or other hindrances, its resolution time shall be excluded from the 5 days due period.

CHARGEBACKS

2.1. You may do Chargeback claims within 120 days from the date of purchase or from when you expected to receive the goods or services, though longer periods may apply in certain scenarios. We reserve 45 days period to satisfy or decline your claims.

2.2. In case if any of our obligations is postpone, you are eligible to charge us with a fee of 0,1 percent of the transaction amount (maximum 10% of the transaction amount), if other charges are not directly provided by the Law.

CLAIMS COMMUNICATION

3.1. You may send communications, notices and also claims to Us at the email address: info@luna-pay.com. You are not obliged to follow any specific form initially, but you shall provide signed form (including hand-written via post service, if required), additional documents and information, if receive such demand from us.

3.2. We may send communications and notices to You at the e-mail address or postal address You gave Company during the application process for opening Your Account (or as later updated by You) or to Your Account profile on the Website. You must notify Company of changes to the contact details You gave Company (Your postal address, e-mail address, telephone number). If You do not notify Company straight away of any change in these details, You may not receive information that could be important – or it could fall into the wrong hands.

3.3. We will normally send communications and notices to Your e-mail address or Your Account profile on the Website. If We send You information through the Website to Your Account profile that requires action by You or is substantial in Our opinion, We will send You an e-mail reminding You to check messages posted on Your Account profile on the Website.

3.4. All communications and notices from Company under these Terms of Use that are sent:

by e-mail will be deemed to have been given and received on the day when the e-mail was sent unless We receive an electronic indication that the e-mail was not delivered to You;

to Your Account profile on the Website will be deemed to have been given and received on the day when the message was posted on the Website;

by post will be deemed to have been given and received on the 10 (tenth) day after the date of handing

over a letter to a post office for dispatch but if actually received earlier – then on the day of actual receipt.

3.5. All communications and notices between You and Company must be in English or in another language if so requested by You and if Our Customer Support Service team has a member with skills to communicate in Your preferred language.