

PayBright Shipping Policy

Last Updated: May 31, 2018

This Shipping Policy applies to goods and services (“Products”) purchased using PayBright where the Client i) receives delivery of Products, or ii) collects Products in-store (“In-Store Pickup”), after the time of purchase. The purpose of this policy is to mitigate the incidence of fraud. PayBright reserves the right to update this policy at any time.

1. General

- All deliveries will be made to the Client’s shipping address provided to Merchant at the time of the order. Merchant will not allow clients to request a shipping address change after the Products have been shipped (unless otherwise expressly agreed in writing with PayBright).
- PayBright may request information from Merchant regarding any shipment or in-store pickup. Such requests must be answered within 24 hours. Merchant will provide to PayBright the relevant contact details for Merchant staff who oversee shipping and/or in-store pickup.
- If PayBright advises Merchant that a transaction has a high risk of fraud according to PayBright’s screening procedures:
 - Merchant will not ship Products or allow Products to be collected
 - If Products have been shipped, Merchant will make best efforts to have the delivery stopped and returned to Merchant
- Merchant will retain delivery and collection information (including but not limited to tracking number, proof of delivery, and signer identification) for at least six (6) months following the delivery or collection, and will provide such information to PayBright upon request.

2. Deliveries via a third-party shipping provider

The following rules apply to deliveries where an third-party shipping provider is used to deliver Products (e.g., Canada Post, UPS):

- Products will be shipped with tracking numbers. Upon request by PayBright, Merchant will provide tracking numbers to PayBright for the purposes of fraud investigation and mitigation.
- The shipping provider will observe the following controls:
 - **Deliveries:** Products will not be provided to any person other than the Client approved by PayBright at the time of the order, unless such person is deemed to be entitled to receive deliveries on behalf of the Client (e.g., relatives living in the same household). The shipping provider must be able to provide proof

of delivery that shows the date and time of delivery, and the printed name and signature of the person receiving the Products.

- **Pickup point:** If the Products cannot be delivered at the Client's home or if the Client has chosen a pickup point, the Products shall be sent to the pickup point of the shipping provider closest to the approved delivery address. The shipping provider will verify the photo ID of both the addressee and the person picking up the Products (if these are not the same). The pickup point must be able to provide proof of delivery that shows the date and time of delivery, and the printed name and signature of the person collecting the Products.
- At PayBright's request, Merchant will request that the shipping provider stop the delivery and inform PayBright of all developments in relation to the delivery.
- In order to reduce administrative burden, Merchant may authorize PayBright to directly request information from the shipping provider with respect to a delivery or to ask the shipping provider to stop a certain delivery.

3. Delivery with Merchant's own delivery service

The following rules apply to deliveries made by the Merchant's own delivery service:

- Products will be shipped to the Client delivery address provided to Merchant at the time of the order.
- Products will not be provided to any person other than the Client approved by PayBright at the time of the order, unless such person is deemed to be entitled to receive deliveries on behalf of the Client (e.g. relatives living in the same household). The shipping provider will produce a proof of delivery document that shows the date and time of delivery, and the printed name and signature of the person receiving the Products.
- At PayBright's request, Merchant will stop the delivery and inform PayBright of all developments in relation to the delivery.

4. In-store Pickup

- Products may only be provided to the Client or to a person authorized by the Client.
- Merchant staff will verify the ID of both the Client and, as the case may be, the person collecting the Products.
- Merchant staff will, upon request by PayBright, produce proof of collection that shows the date and time of the collection, the Products collected, the purchase price of the order, the printed name of the Client and/or the printed name and contact telephone number of an authorized person making the collection on behalf of the Client.