

# Travelex Online Price Promise Terms and Conditions

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Travelex is committed to matching the best possible **overall price** in the United States on your travel money purchase. We will not be undersold online on our website. If you find a better price offered by another foreign currency retailer online, please contact us and we will refund the difference between the price paid by you and the more competitive price in accordance with the Terms and Conditions outlined below.

1. Our commitment only applies to prices offered by "Travelex Retail Online". This means services offered exclusively by Travelex over the internet on our [www.travelex.com](http://www.travelex.com) website (the "Website") and not services that we offer either in conjunction with any of our partner companies (including those hosted through the website); or for reloading a Cash Passport, where separate terms and conditions apply.
2. Our commitment only applies to the foreign currencies listed on our online ordering service on the "Business Day" you purchase foreign currency from us. A "Business Day" is deemed to run for 24 hours from 10.00a.m. until 9.59a.m. inclusive (EST). This commitment is subject to you complying with [Travelex's Online Terms and Conditions](#) and is not available in conjunction with any other offer.
3. The prices compared will be the total prices (including commission, handling costs and delivery fees) offered by Travelex Retail Online and the other foreign currency retailer on the same Business Day that you bought foreign currency from us. The prices compared must be prices offered for online orders that are made using a credit or debit card as payment, are delivered to the customer's home, are available to the general public, and do not include prices which are only available to existing retailer customers or account holders, staff, club members or other selected groups or individuals.
4. The prices compared will not include any offers to buy-back unspent foreign currency.
5. Our commitment is for holiday / business travel money only and not for speculative, investment or any other purposes. Accordingly this commitment only applies to orders of up to \$3,000 in any Business Day subject to a maximum refund per person over the life of the commitment of \$50.
6. This commitment relates to a bona fide total price (including commission, handling costs and delivery fees) offered by another foreign currency retailer who offers the competitive price in the ordinary course of business of offering foreign exchange to holiday / business travellers in the USA.
7. Should you wish to take advantage of our Online Price Promise, we must be able to verify the prices you have been offered to our reasonable satisfaction. You can contact

us by writing to us at Travelex Price Promise, 29 Broadway, New York, NY 10002 or e-mailing [Online.PricePromise.NAM@travelex.com](mailto:Online.PricePromise.NAM@travelex.com). We must receive your claim within 14 Business Days after purchase in order to process your claim.

You will need to provide us with the following information:

- a. the total price quote you obtained from the Website and confirmation of the times and dates you obtained the quote and a copy of your Travelex purchase confirmation;
- b. the name and the exact website address you obtained the quote from of the alternative foreign currency retailer; and
- c. the total price offered to you by that retailer and confirmation of the times and dates you obtained the alternative quote (a copy of the alternative foreign currency retailer's quote should suffice).

We will also need your name, address and telephone number. We will only use this information to provide you with your refund or to discuss your refund request with you. Travelex Currency Services Inc will not share your personal information with third parties. Please click on this link [Privacy Policy](#) to find out how we use your personal information.

8. This commitment will not apply if you have exercised your right to cancel your order. If you do not accept delivery of your order, your refund will be reduced by the amount of any refund already given in connection with this commitment. [Travelex's Online Terms and Conditions](#) relating to cancellation and non-delivery continue to apply.
9. Our Online Price Promise commitment **only** applies to Travelex customers in the USA.
10. Travelex may, at any time, withdraw this commitment in respect of purchases which have not already been made.
11. This commitment is made by Travelex Currency Services Inc., a Delaware Corporation with Registered Office: C/o CT Company, Corporation Trust Center, 1209 Orange Street, Wilmington, Delaware 19801, USA.