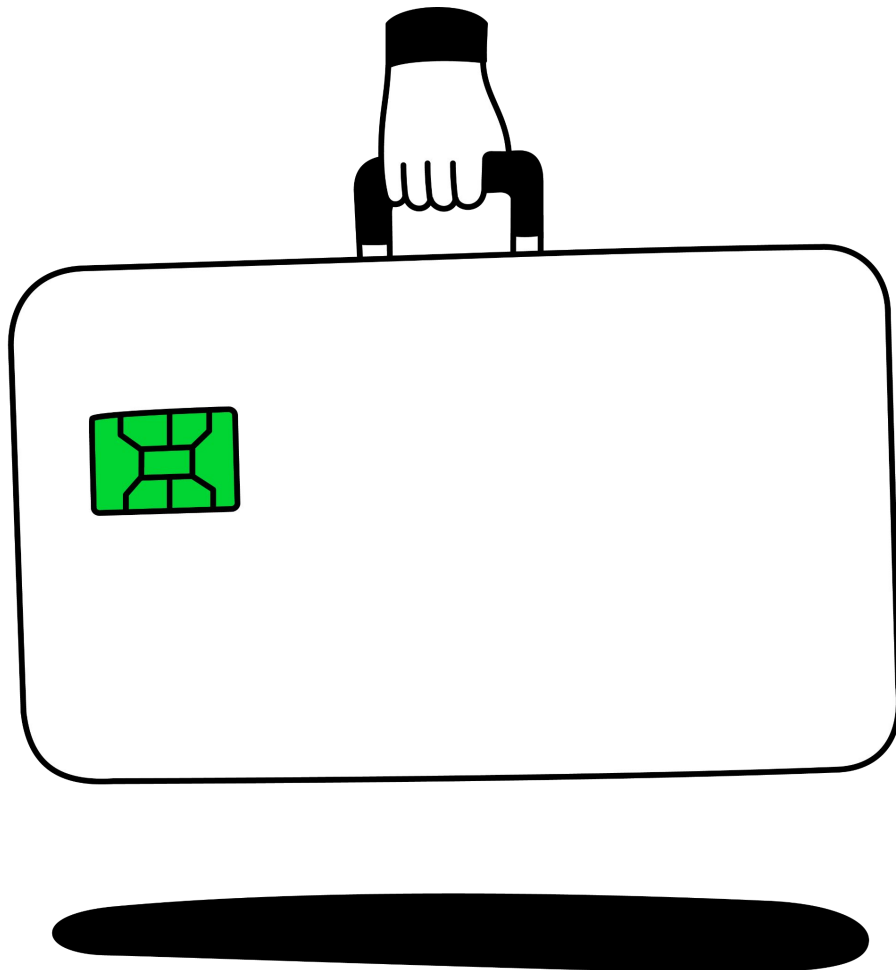# PRINT

04

PAYING WITH AFTERPAY

Shop now. Pay over 6 weeks. Always interest-free*

In-store, Afterpay is a digital wallet payment option, powered by an app.
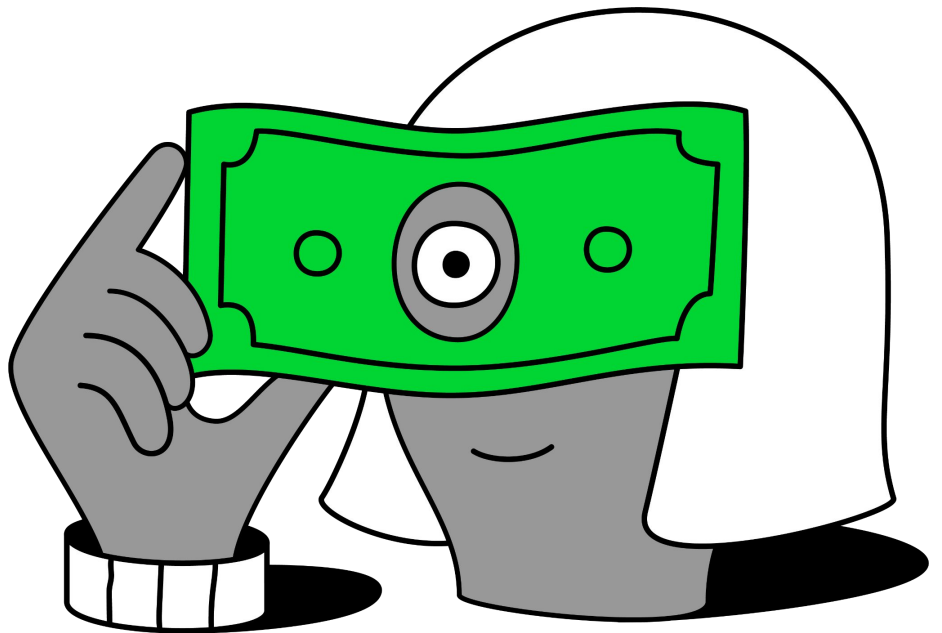
Afterpay allows the customer to split their purchase into 4 payments.

Confidential. Do not copy or distribute.

$ Afterpay

WHO CAN SIGN UP FOR AFTERPAY?

- Be 18 years old or older.

- Provide a valid phone number and email address.

- Be a US resident who resides in one of the 50 states or the District of Columbia

FIRST TIME USER? ONE TIME SETUP

 Afterpay

To use Afterpay in-store, customer will:

STEP 1
Download the App from the Apple App or Google Play store.
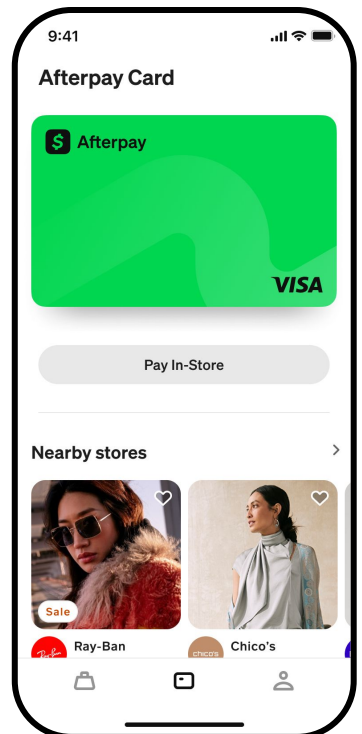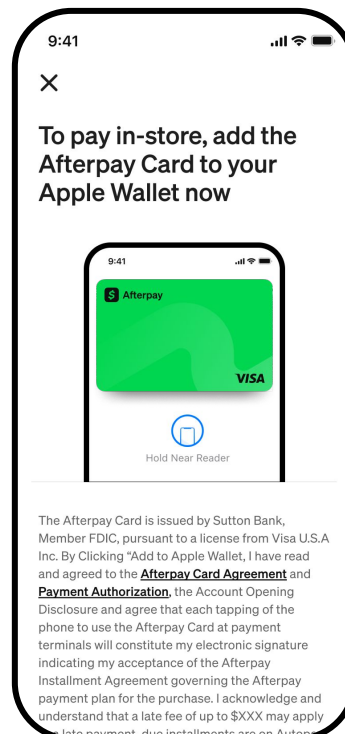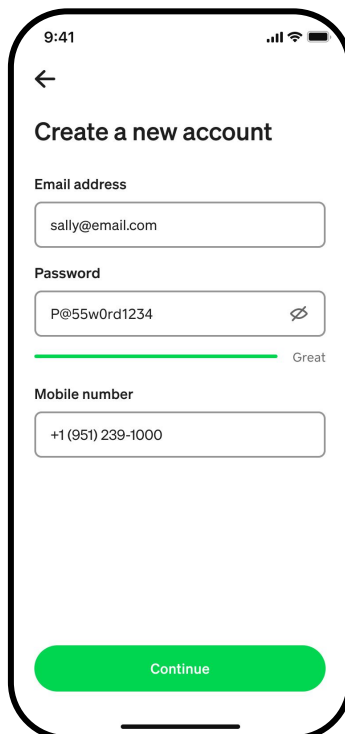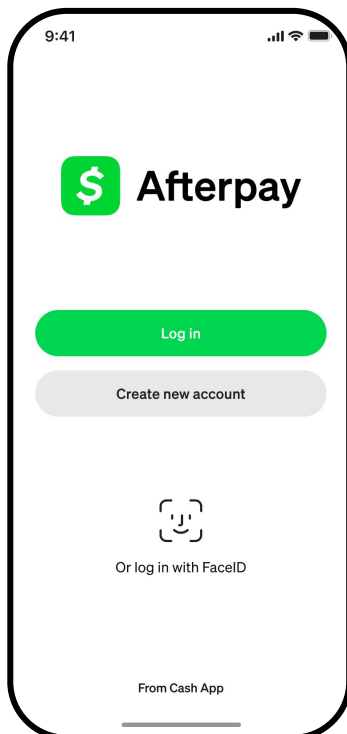
STEP 2
Follow the in-app tutorial to be guided through set-up and learn about the Afterpay App.

STEP 3
Connect their preferred payment method and add the Afterpay Card to their digital wallet.

STEP 4
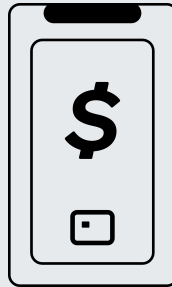Access their Afterpay Card from the Afterpay App when they're ready to check out.

Screen 1:

Afterpay

Log in

Create new account

Or log in with FaceID

From Cash App

Screen 2:

Create a new account

Email address
sally@email.com

Password
P@55w0rd1234   Great

Mobile number
+1 (951) 239-1000

Continue

Screen 3:

To pay in-store, add the Afterpay Card to your Apple Wallet now

Afterpay
VISA
Hold Near Reader

The Afterpay Card is issued by Sutton Bank, Member FDIC, pursuant to a license from Visa U.S.A Inc. By Clicking "Add to Apple Wallet, I have read and agreed to the **Afterpay Card Agreement** and **Payment Authorization**, the Account Opening Disclosure and agree that each tapping of the phone to use the Afterpay Card at payment terminals will constitute my electronic signature indicating my acceptance of the Afterpay Installment Agreement governing the Afterpay payment plan for the purchase. I acknowledge and understand that a late fee of up to $XXX may apply

Screen 4:

Afterpay Card

Afterpay
VISA

Pay In-Store

Nearby stores

Ray-Ban   Chico's
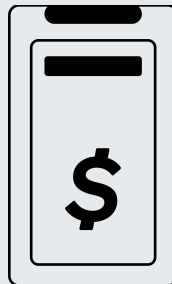
Afterpay

IT'S AS SIMPLE AS:

Afterpay

1 App it

The Card tab is where it's at. Customers can check their pre-approved spend estimate and find stores where they can Afterpay it.
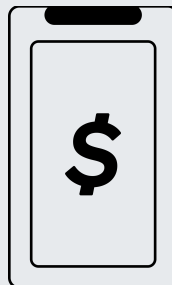
2 Tap it

When customers are ready to checkout, so is Afterpay. They simply tap their phone to the card reader and select their Afterpay Card from their digital wallet.

3 Own it

It's in the bag! Customers take their purchase home that day and pay over 6 weeks. Always interest - free.*

RETURNING WITH AFTERPAY

Always refer to our Return Policy for eligibility and requirements.

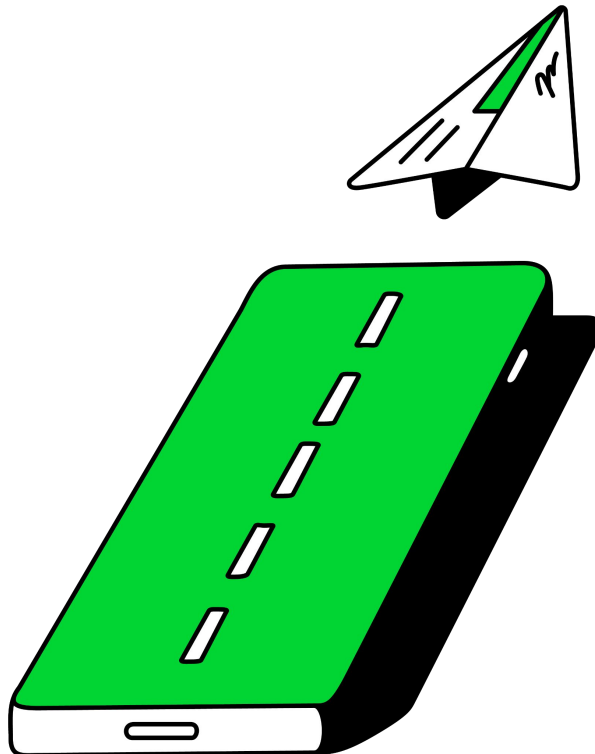It's simple to restore funds to the customer's original payment method with the Afterpay Card.

Here's how!
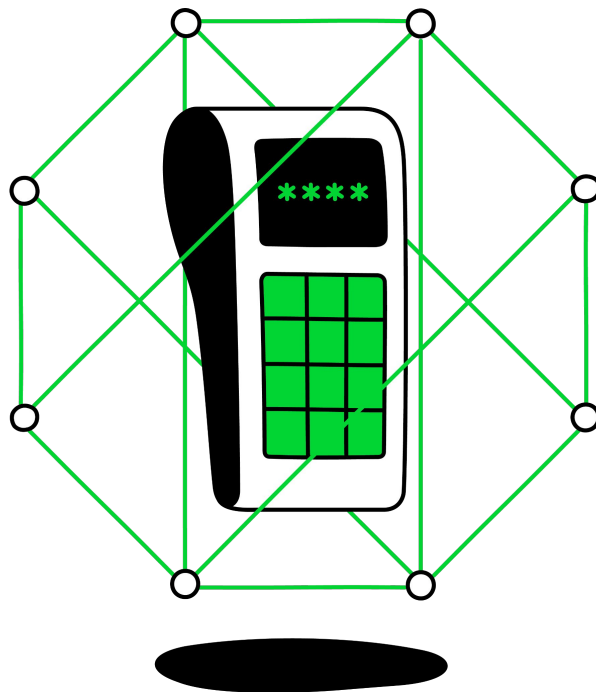
TO BEGIN AN AFTERPAY RETURN

1. Identify any key information that our return policy requires you to confirm.

2. Follow our return process to prompt the card reader. Follow the options on the next pages for Afterpay returns from purchases made in-store or online.

IN-STORE PURCHASE

Afterpay

1. Direct the customer to tap their phone to the card reader and select their Afterpay Card from their digital wallet.

2. If the Afterpay Card isn't in the customer's wallet, have them open the Afterpay App, go to the Card tab, and select 'Return an order.' This will prompt the Afterpay Card, which can then be tapped to the reader.

ONLINE PURCHASE

Afterpay

- Customer has the Afterpay Card set up in the Afterpay App:

  - Direct the customer to tap their phone to the card reader and select their Afterpay Card from their digital wallet.

- Customer does not have the Afterpay Card set up in the Afterpay App:

  - Direct the customer to download the Afterpay App and complete the one-time set-up to connect their original payment method used for their online AP purchase, to their new digital Afterpay Card.

  - Direct the customer to tap their phone to the card reader and select their Afterpay Card from their digital wallet.

- The customer does not have the Afterpay Card and does not want to download the app and/ or set up the Afterpay Card:

  - Follow the refund options in our return policy for customers who do not have their original form of payment. Customers will continue to owe Afterpay any remaining payments.

Refund complete! Afterpay will confirm with the customer that the return was successful.

  - Any remaining payments that the customer had due to Afterpay will be adjusted or canceled.

  - Any payments already made to Afterpay will be restored in up to 10 business days, to the customer's payment method connected to their Afterpay Card.

CUSTOMER SUPPORT

 Afterpay

Help Center

Find helpful FAQs and troubleshooting tips at: **help.afterpay.com**

In-App Message

👤 > ⚙️ Help > New conversation

Scan the QR Code to get additional Afterpay training resources.

📱 SCAN ME

Afterpay