Indivy „Pay in parts" Payment Conditions

Inbank Finance AS

Effective as of 03.09.2021

In order to ensure that your Indivy purchase experience is as convenient and as pleasant as possible, the terms and conditions listed below apply between you and us (which is to say the client and Inbank).

How does Indivy work

If you choose Indivy to make your payments with, we break up the purchase price into part-payments. The number of payments may vary depending on where you buy the goods from. After that, we send you an e-mail with information about the purchase and the repayment dates. We e-mail you every Indivy invoice for a part-payment 10 days before the deadline, and you can make the repayment via bank transfer to Inbank's account. Our General Terms and Conditions of Indivy Payment Methods apply to the range of payment methods we offer.

Who can use Indivy?

To make sure that using Indivy will be financially doable for you, we check public registers and, if needed, other publicly available sources of information.

Paying for a purchase with Indivy might not work if you have any arrears or if you've used Indivy before and still haven't managed to repay the full balance of your shopping basket to Inbank. Also, your shopping basket amount could exceed the Indivy limit currently being offered to you.

Price and payment

Inbank offers Indivy free of charge.

The goods become yours as soon as you obtain them and the seller transfers all claims arising from the sale agreement to Inbank Finance AS, including Indivy part-payment claims and associated claims (first and foremost penalties and any claims for the compensation of damages arising from you not fulfilling your obligations).

When making a part-payment with Indivy, make sure the reference and account numbers on the invoice match those set out in the e-mail sent to you. If they don't, your payment won't reach Inbank's account and your part-payment will be listed as unpaid.

Refunds

If you want to return goods for a refund, contact the merchant who sold them to you. The merchant will then inform Inbank that you've done so, and in the case of a full refund Inbank will cancel your Indivy part-payments. Bear in mind that you may still be issued with an invoice on the first repayment date if there were shipping costs or other services in your shopping basket that aren't subject to refunding.

In the case of a partial refund, the merchant will notify Inbank of the return and then we will unilaterally amend the Indivy agreement and send you a new Indivy schedule with a reduced amount and an invoice with updated data before the payment deadline.

What happens if a payment goes unpaid?

If you see you'll have trouble making a repayment, contact us here at Inbank straight away. If possible, we'll extend your repayment schedule and reduce your monthly payments. In a word, we'll work with you to find the best solution.

If you get into debt, you may find that a penalty and recovery costs are added to your invoice in accordance with Inbank's Price List. If the situation demands it, then based on your Indivy Payment Conditions we may transfer any claims we have against you to a collection agency. In such a case you'll be informed that we've done so. We have the right to pass on information about you and your transactions to third parties if such a right and/or obligation arises from law or our Terms and Conditions.

Who is Inbank Finance?

Inbank Finance is simplifying everyday life by seamlessly merging financing with shopping. Inbank Finance is part of the consumer finance focused Inbank group active in the Baltics and Poland with additional deposits accepted in Germany, Austria and the Netherlands. Inbank bonds are listed on the Nasdaq Baltic Stock Exchange.

If you have any questions, get in touch with our customer support team:
info@inbank.ee
+372 640 8080

Our aim is to offer you a high-quality service. If at any time you're unhappy with our service (including our customer service), please let us know by following the Procedure for Resolution of Complaints on our website.