

Terms and conditions

The services referred to in these legal conditions will be provided according to these legal terms and conditions, which set out our responsibilities as a provider and your rights and responsibilities as a customer, as well as information relating to reserving currencies for collection in branches.

Our [Privacy Policy](#) will be also applicable for the purpose of the protection of your personal data.

This website is operated by GLOBAL EXCHANGE FRANCE CURRENCY SERVICES SAS (hereinafter “Global Exchange”) a limited company incorporated 91 rue du Faubourg Saint-Honoré, 75008 Paris, France and SIREN number 893 717 215R.C.S. Paris; and, registered with as Money Changer the Financial Firm Register of the Banque de France under the number 91473.

The terms of use of the websites of GLOBAL EXCHANGE FRANCE CURRENCY SERVICES SAS (Global Exchange) can be consulted in the [Legal Notice](#).

I.- ONLINE BOOKINGS WITH IN-BRANCH COLLECTION: CONDITIONS.

With this service, Global Exchange, offers you the possibility to reserve the desired currency in order to be able to withdraw it and pay for it in our branches ("booking with in-branch collection").

1. BOOKING PROCESS.

Bookings can be made via telephone, by calling the freephone (+33) 1 70 98 18 80, or on our website: www.global-exchange.fr.

Bookings through the website can be made in French, English and Spanish.

Only certain currencies are kept in physical stock, and so bookings can only be made for those available. An estimated time of collection depending on the availability and the place of collection will be given on the website for each currency request.

In any case, the customer must provide a valid identification, as well as an email address and telephone number to enable Global Exchange to contact him/her and duly deliver the booking.

Bookings may be subject to a maximum value per calendar month, quarter and year.

2. EXCHANGE RATE, FEES AND EXPENSES.

When placing a booking for in-branch collection, you will be informed by telephone or online about the estimated exchange rate (price), which is variable depending on the chosen collection branch, fees and expenses. The booking will be paid in the indicated branch on the day of collection.

It should be borne in mind that entities authorised to exchange currencies are not obliged to apply official exchange rates and may apply a commercial margin and/or fee.

3. PAYMENT METHOD.

The amount of the booking will be paid in full, in cash or by card, if this means of payment is enabled, in the chosen branch on the day selected by the user.

4. BOOKING CONFIRMATION.

Once you have placed a booking for in-branch collection and after we have accepted it, you will receive a confirmation email with the details of the transaction specifying: the approximate price, additional expenses, the method of payment, the collection address and day and time slot for collection.

In the event that the booking is not accepted by the user, no liability will arise for the user.

5. BOOKING COLLECTIONS.

The booking will be available to pick-up in the branch and on the day indicated in the confirmation email.

The booking will be delivered only to the person who made it, and so the customer must provide a valid identification.

Booking collections will be subject to compliance with the measures of due diligence and internal control applicable in compliance with the Prevention of Money Laundering and Funding of Terrorism Regulations.

6. QUALITY GUARANTEE.

Global Exchange ensures that the currency provided is of top quality and corresponds to the currency in force in the issuing country.

7. CANCELLATION AND REIMBURSEMENT POLICY.

1. Cancellations:

The user may cancel a booking before the chosen pick-up date at the branch has expired. In no case will we charge the user.

To cancel a booking, the customer must contact Global Exchange's Customer Service at the freephone: (+33) 1 70 98 18 80 as soon as possible, and provide us with his/her booking number.

In any case, Global Exchange will deem the booking as cancelled if the user does not appear at the agreed branch on the pick-up date, or within the next 15 calendar days.

2. Returns:

Once the booking has been collected, the customer will have 15 calendar days to return it. We will only accept returns of the full amount of the transaction and the same tickets that were issued, identified by their serial number. To make a return, the customer must go to any of our exchange offices in France, and provide the original receipt of the exchange transaction.

Returns can be only requested by the person who made the currency exchange transaction, and the person in question will need to provide the same identification document that he/she used for the exchange transaction.

After verifying that the serial numbers of the banknotes match those from the transaction, Global Exchange will refund the corresponding amount. Refunds will be only made in cash.

II.- CUSTOMER SERVICE.

Global Exchange, in compliance with the provisions of the regulations applicable to its activity, informs users of:

1. The Global Exchange Customer Service department to which users can file complaints and claims, by writing to one of the following addresses:

Postal Address: GLOBAL EXCHANGE FRANCE. Continental Square 1, 4 Place de Londres - Bât Uranus, 95727 Roissy CDG Cedex - France.

Website: through the contact form on our website: www.global-exchange.fr/customer-service

E-mail: customerservice@global-exchange.fr.

Our department will attend and resolve the complaints and claims presented, within the term of two months from receipt, informing the user in the same way chosen by him, about the result of his procedure.

2. Additionally, residents of the European Union may submit their claims through the Platform for Online Dispute Resolution (ODR) created by the European Commission: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>.

GLOBAL EXCHANGE FRANCE CURRENCY SERVICES SAS, June, 2021.

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