

Customer Disclosures

Input Field	Description / Details Required
Cashback amount	One time cash back of AED 1000 /- on successful onboarding with NEOPAY
Eligibility Details	Applicable to merchant onboarded only during the campaign duration
Fulfillment Details	Cashback is credited within 30 business days of the onboarding date with NEOPAY, provided all eligibility conditions and required disclosures have been met and validated.
Settlement Details	Cashback amount to be credited only to the same NEO BIZ settlement account registered and used during onboarding; not payable to any other account.
Merchant Conditions	Merchant account must remain active and in good standing and offer applies once per merchant entity Merchant must not terminate the relationship within 1 month of onboarding, or cashback is clawed back Set up fee shall be collected from NEO BIZ account within 30 days.
Exclusions	NEOPAY reserves the right to deny, withhold, or reclaim the cashback at its sole discretion, including in cases of suspected fraud, misuse, policy violation, or incomplete/inaccurate onboarding information Existing Mashreq merchants re-onboarding or upgrading are not eligible Not combinable with other onboarding promotions unless stated

Terms and Conditions

1. IDFAA Payments Services LLC (NEOPAY) reserves the right to amend the General Terms and Conditions of Merchant Agreement (including any relevant applications and documents) by notice to you in accordance with applicable law.
2. NEO PAY may, at its sole discretion and without assigning any reason whatsoever, amend or modify any of the terms of the Merchant Agreement as it may deem appropriate, in relation to the pricing of any service under Merchant Agreement, effectively immediately, and, otherwise, with seven (7) calendar days' notice to the Merchant, following which the amended terms shall become binding on the Merchant.
3. The cooling-off period allows you to cancel the product within five (5) business days of signing the application or offer letter and NEOPAY will not be able to proceed until this period expires, unless you waive this right. To cancel within this period, you must give timely notice to NEOPAY.
4. NEOPAY may debit the Customer's account with any charges, expenses, or commission payable against the acquiring services rendered in accordance with the approved and agreed charges and commissions, as notified to the Customer from time to time.
5. There may be circumstances in which you have to pay other fees. You may visit this link to view these other fees: [https://www.NEOPAY.ae/-/jssmedia/pdfs/NEO PAY/IRF-fee-structure.ashx](https://www.NEOPAY.ae/-/jssmedia/pdfs/NEO%20PAY/IRF-fee-structure.ashx).
6. You can contact NEOPAY for any enquires, assistance or complaints at any of its branches or by visiting its website: <https://www.neopay.ae/en/home>.