

Website Terms of Use

Version 1.3 - 14 October 2026

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1. Who operates this website

This website is operated by ECOMM MERCHANT SOLUTIONS LIMITED, a company registered in England and Wales under company number 08876038. Its registered office is 86-90 Paul Street, London, EC2A 4NF, United Kingdom. References to we, us or our in these terms mean that legal entity. These terms apply to the public website at ecommm365.eu and documents made available through it. You can contact us at support@ecommm365.eu.

2. Information about services

The website provides information for businesses considering our offering. Visiting the website, reading a document or sending an enquiry does not open an account, establish a payment-services agreement or guarantee acceptance as a customer. Services are subject to eligibility, due diligence, agreed commercial terms and a separate agreement identifying the provider and the services supplied. Merchant Portal use and payment services are governed by their applicable terms, rather than these website terms.

3. Regulatory information

ECOMM MERCHANT SOLUTIONS LIMITED is authorised by the Financial Conduct Authority as an electronic money institution under the Electronic Money Regulations 2011, with firm reference number 900591. This status belongs to the company. It does not mean that every feature described on the website is a regulated service or that the FCA has approved the website or its content. Availability of services, countries, currencies and payment methods depends on the proposed service and the merchant's approved configuration.

4. Using the website

You may browse the website and download or print its public documents for lawful information and business-evaluation purposes, retaining ownership notices. You must not attempt unauthorised access, introduce malicious code, disrupt the website, impersonate another person or use the website in a way that infringes another person's rights. You may report a suspected error or security issue through our contact address without including card details, credentials or unnecessary personal information.

5. Intellectual property

Website content, software, designs and marks are owned by the company or used with the permission of the relevant rights holders. These terms do not transfer ownership or grant a right to use a trade mark or imply our endorsement. Other than lawful use permitted by these terms or applicable law, reproduction or commercial redistribution requires the relevant rights holder's permission.

6. Accuracy and availability

We take reasonable care with information on the website, but descriptions are general and may change. Please obtain written confirmation of the services and terms relevant to your business before relying on them. Website content is not tailored legal, tax, investment or other professional advice. Access may be interrupted for maintenance, security or technical reasons; no website availability service level is created by these terms.

7. Links, privacy and communications

External websites and services have their own terms and privacy notices. A link is provided for convenience and does not itself constitute endorsement. Our Website Privacy Notice explains personal-data processing associated with this website and enquiries. Our Cookie Notice explains browser storage. Reading those notices or pressing OK on an informational message is not consent to marketing or acceptance of a payment-services agreement. The email contact button opens your chosen email application; a message is sent only if you choose to send it.

8. Responsibility

Nothing in these terms excludes or limits liability for fraud or fraudulent misrepresentation, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded or limited. Subject to that protection, we are not responsible for losses caused by unlawful use of the website or by relying on general website information instead of obtaining confirmation of applicable service terms. These website terms do not amend liability or remedies under a separate customer agreement. Any mandatory rights you have as a consumer remain unaffected.

9. Changes and applicable law

We may update these terms by publishing a new dated version. Changes apply to subsequent use of the website and do not retrospectively change a separate customer agreement. Version 1.3, dated 14 October 2026, changes the complaint email address in section 10 to support@ecomm365.eu; the other terms are unchanged. These website terms and related non-contractual disputes are governed by the law of England and Wales. The courts of England and Wales have jurisdiction, subject to any mandatory consumer rights concerning applicable law or the courts available in a consumer's home jurisdiction.

10. Contact and complaints

For website questions and general notices, email support@ecomm365.eu.

To make a complaint, email support@ecomm365.eu, call +44 20 7183 5253, or write to ECOMM MERCHANT SOLUTIONS LIMITED, 86-90 Paul Street, London, EC2A 4NF, United Kingdom. Financial-services complaints are handled under the applicable customer agreement and complaints procedure.