

Terms and conditions for top-ups and use of SIM cards - special rules for ordering top-up services and using SIM cards (Terms and conditions for top-ups):

1. The shop provides SIM card recharging services used in Vasco devices in order to ensure the possibility of non-commercial access of the device to the Internet within the wireless network, in accordance with the user's license agreement.
2. SIM card Top-up and Operation Services (hereinafter: Services) are provided by Vasco Electronics LLC with its registered office in 2232 Dell Range Blvd, Suite 245 - 3030, Cheyenne, WY 82009, United States, support@vasco-electronics.com, +1-646-512-9916 in accordance with these Terms and Conditions. The Terms and Conditions for Top-ups set out the rules for the provision of services by electronic means, including the rules of complaint procedure concerning Top-ups and the use of SIM cards.
3. The condition for the provision of Services is the acceptance of the Regulations of Top-ups.
4. Top-ups include an Internet data package or a SIM card recharge with a specified amount (pre-paid system).
5. Vasco devices include the following electronic translators:

Vasco Translator Premium 5"
Vasco Translator Premium 7"
Vasco Traveler Premium 5"
Vasco Traveler Premium 7"
Vasco Mini
Vasco Translator Solid 4"
Vasco Mini 2
Vasco Translator M3
Vasco Shop & Office Translator

6. The service will be provided free of charge without the need to use the SIM card's data package or recharge, while the device is connected to Wi-Fi. Connection outside the Wi-Fi network may result in billing or charging by the SIM card operator.
7. The SIM card is supplied with your Vasco device. The SIM card does not require any subscription and is based on a recharge system or, for some device models, on an unlimited data card (no recharge needed).
8. The unlimited card entitles you to use data transmission within the territory ([list of countries with operators](#)) for an unlimited period of time, not less than one year from the date of purchase. For security reasons and to ensure that the SIM card is used in accordance with the regulations, the card is blocked when the 70 MB limit is exceeded. In order to unblock the card, contact customer service (support@vasco-electronics.com). Unlocking the services is free of charge within 48 hours from the date of registration.

9. Due to the legal and political conditions of certain locations, the provision of all or part of the Services may be excluded. Vasco Electronics LLC is not responsible for the unavailability of the Services due to the above mentioned reasons.
10. The provisions of the [Terms and Conditions of the vasco-electronics shop](#), [the privacy policy](#) and the [Device Privacy Policy and End User License Agreement](#) shall apply to the Services, subject to the following provisions.
11. In order to purchase the Top-up or Data Package, the Customer should visit vasco-sim.com and make a product selection there - i.e. a SIM card account or data package top-up. The Customer then selects the value of such a top-up or package and enters the number of the SIM card to be topped up (or to be sent a new data package). After entering this data, the customer proceeds to order processing, which is carried out using a credit or debit card or PayPal system. Once the system detects the payment, the order is processed automatically.
12. Payments by credit or debit card are provided by:
Stripe, 510 Townsend Street San Francisco, CA 94103, USA

Payments by PayPal are provided by:

PayPal, 2211 North First Street, San Jose, California 95131

13. The Top-up service is performed within 24 hours of the conclusion of the agreement and will be confirmed by e-mail.
14. Due to the fact that the subject of the Top-up Service is a service which, due to its nature, cannot be returned and the service will be performed before the expiry of the 14-day period from the date of concluding the service agreement, the Consumer has no right to withdraw from the agreement.
15. The Top-up service can be purchased 24 hours a day.
16. The minimum amount of the top-up is 10 USD and the maximum 100 USD (tax excluded)
17. Each activation of a data package is confirmed by an SMS sent to the telephone number indicated in the form. The Top-up is confirmed by means of an e-mail sent to the e-mail address indicated by the Client in the checkout.
18. Payment card data is available to the credit card payment solution provider. This data is not proceeded by the Shop.
19. The SIM card indicated by the Customer will be recharged immediately after the agreement is concluded. Top-ups are made for the amount specified by the Customer.
20. The costs resulting from using the means of distance communication by the Customer to use the Top-up service shall be borne by the Customer in accordance with the agreement concluded by the Customer with the entity providing the means of distance communication.
21. The Shop has the right to block the use of the services, including the unlimited SIM card, in the case of the use of the services without accordance with the agreement, license conditions or generally applicable law.
22. The Customer has the right to file a complaint if the Shop performs a top-up service contrary to the conditions and rules specified in the Rules.

23. The Customer may submit a complaint within 1 month from the date of the event being the subject of the complaint.
24. The complaint cannot be based on:
- a. the fact that the top-up refers to an account mistakenly indicated by the Customer, in particular an account that the Customer cannot dispose of;
 - b. invoking circumstances related to the malfunctioning of a web browser or telecommunications links;
 - c. to use the services for a purpose which goes beyond the terms of the licence;
 - d. other circumstances related to the activities of entities for whose actions the Company is not responsible.
25. The complaint should include the Customer's data such as:
- a. name and address of the Customer submitting the complaint;
 - b. subject of the complaint;
 - c. circumstances justifying the complaint;
 - d. phone number and contact e-mail.
26. The shop shall consider the complaint within a maximum of 30 days from the date of its receipt.
27. The Shop reserves the right to temporarily suspend the Top-up service in order to carry out maintenance works.
28. The shop reserves the right not to accept or reject the service order and to refuse the service without giving reasons. In such a case, the Shop shall notify the Customer of the refusal.
29. Orders for the Top-up service on the basis of an incorrectly filled in form and orders which cannot be confirmed will not be processed.
30. The Shop reserves the right to change the methods of making the Top-ups available to the Customer.
31. In the case of services concluded for an indefinite period, after the minimum period specified in these regulations:
- a. the Customer has the right to resign from using services at any time and stop using the services;
 - b. the service provider has the right to terminate the provision of services with 1 week's notice.
32. The Shop shall not be liable for non-performance or improper performance of obligations arising from these Regulations, if the non-performance or improper performance of obligations is caused by circumstances beyond the Shop's control despite exercising due diligence (force majeure). In the event of force majeure, performance of the service shall be suspended for a period equal to the period of force majeure.
33. In matters not regulated by these Regulations, the regulations applicable to the Shop or Service Provider shall apply. This provision does not affect the rights of consumers of other countries to the extent that the law in force in their country of residence grants them broader rights than those arising from these Regulations.