What you need to know before using Skrill as a merchant
1. Your website must have:

- Full Terms and Conditions
- Privacy Policy
  How do you deal with your customers' personal information?
- Returns Policy
  What happens if someone wants to send something back?
- Full contact details
  Where do they return the items to? (address, e-mail, phone number)
- Company legal name and registration number
  (if applicable)

2. You need a Skrill account, you can open one online by visiting www.skrill.com, this will take you approximately 2 minutes to set up

3. Your website should be fully operational in order to be able to accept payments!
What you need to know before using Skrill as a merchant

Important: Mandatory Merchant Verification

Once you have received over €2,500 in payments on your Skrill account, you must undergo the verification process! This is a regulatory requirement by the Financial Conduct Authority (FCA). As a verified merchant you can benefit from unlimited transactions, sending and receiving money worldwide and can take advantage of various marketing opportunities. Skrill will contact you again to guide you through this verification process. You will be asked to provide a set of necessary documents and fill in a short questionnaire/agreement. All this information can be found in our resources centre.

Protection against a negative balance

With any payment, there is always the risk of a chargeback. A chargeback applies when your customer contacts their card issuer or bank claiming that he/she did not make the payment or receive their goods. In most cases this can be avoided by setting up clear terms and conditions, granting fast delivery of ordered goods or services and can be resolved directly between you and your customer.

If your customer initiates a chargeback, the respective amount will be taken directly from your Skrill account. We need to ensure that you always have a positive balance in your account; if your balance becomes negative then you lose the ability to accept any further payments until you have uploaded enough funds to get back into the positive.

The typical reserve we apply is 10% over 180 days.

If you would like to discuss this applied rolling reserve, please contact our merchant services team. We may also provide merchants with protection against chargebacks upon request.

If you have questions or require any assistance then please contact Skrill Merchant Service on: merchantservices@skrill.com or by telephone on +44 (0)870 383 0762.