MERCHANT SETTLEMENT POLICY

Last updated: July 2026

1. OVERVIEW

This Merchant Settlement Policy explains how Bitwisi settles funds to merchants for eligible payment transactions.

By accepting payments through Bitwisi, you agree to this Policy.

2. SETTLEMENT ACCOUNT

Settlement funds will be paid to the bank account, wallet or other approved settlement account linked to your Merchant Account.

You are responsible for ensuring your settlement details remain accurate and up to date.

3. SETTLEMENT SCHEDULE

Settlement timelines depend on:

- your service agreement;
- payment method;
- transaction risk;
- banking hours;
- regulatory requirements.

Unless otherwise agreed, settlements are processed according to your approved settlement schedule.

4. SETTLEMENT CURRENCY

Funds will normally be settled in the agreed settlement currency.

Where currency conversion is required, applicable exchange rates and fees may apply.

5. PENDING TRANSACTIONS

Transactions remain pending until they have been successfully authorized, processed and cleared.

Pending transactions are not available for settlement.

6. SETTLEMENT HOLDS

Bitwisi may temporarily delay all or part of a settlement when necessary to:

- investigate suspicious activity;
- manage fraud risks;
- resolve disputes;
- comply with legal obligations;
- protect customers or merchants.

We will release eligible funds once the relevant review has been completed.

7. ROLLING RESERVES

For certain merchants or industries, Bitwisi may maintain a rolling reserve to manage financial and operational risk.

Where applicable, reserve terms will be communicated separately.



8. ADJUSTMENTS

Bitwisi may adjust future settlements to reflect:

- refunds;
- chargebacks;
- duplicate payments;
- processing errors;
- regulatory corrections.

Adjustment details will be available in your Merchant Dashboard where applicable.

9. REFUNDS

Approved refunds may be deducted from your available balance or future settlements.

You are responsible for maintaining sufficient funds to process refunds.

10. CHARGEBACKS

Where supported by the payment method, chargebacks may occur if a customer disputes a transaction.

Merchants are responsible for responding to chargeback requests within the required timeframe.

Failure to respond may result in the chargeback being accepted automatically.

11. NEGATIVE BALANCE

If your Merchant Account has a negative balance, Bitwisi may:

- deduct future settlements;
- collect outstanding amounts;
- temporarily suspend settlement services until the balance is cleared.

12. TAXES

You are responsible for determining, reporting and paying any taxes applicable to your business activities.

Bitwisi does not provide tax advice unless required by law.

13. COMPLIANCE

Settlement services remain subject to:

- regulatory requirements;
- sanctions screening;
- fraud prevention measures;
- anti-money laundering controls.

Additional verification may be required before settlements are released.

14. SUSPENSION

Bitwisi may temporarily suspend settlements where necessary to:

- investigate fraud;
- manage financial risk;
- comply with applicable laws;
- protect customers or the Bitwisi platform.

15. RECORDS

Merchants should retain accurate records of their transactions and settlements.

Bitwisi may request supporting documentation during compliance or dispute reviews.

16. LIABILITY

Bitwisi is not responsible for settlement delays caused by:

- banking systems;
- payment partners;
- incorrect merchant information;
- legal restrictions;
- events beyond our reasonable control.

17. CHANGES TO THIS POLICY

We may update this Policy from time to time.

Where required, we will notify merchants before material changes become effective.

CONTACT US

For questions regarding settlements, please contact Bitwisi Merchant Support through our official website or merchant portal.

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