Sezzle Travel eSIM Terms

Last update: November 18, 2026; Effective date: November 18, 2026

These Sezzle Travel eSIM Terms ("Terms") govern your ("you" and "your") purchase and use of the Sezzle Travel eSIM (the "Travel eSIM"), which provides temporary mobile data connectivity while you travel outside Canada (the "Services"). The Travel eSIM and the Services are provided by Gigs Wireless, LLC, or an affiliate, depending on your location ("Gigs"). Sezzle Canada Corp. ("Sezzle," "we," "us," and "our") acts solely as Gigs' agent for billing and payment purposes.

By purchasing a Travel eSIM, you agree to these Terms, the Sezzle User Agreement, Sezzle's Privacy Policy, the Gigs Travel End User Service Agreement, the Gigs Privacy Policy, and the Gigs Acceptable Use Policy (together, the "Travel eSIM Agreements"). The Gigs Travel End User Service Agreement governs the provision of the Services to you by Gigs.

Gigs is the provider of the Services made available through the Travel eSIM. Gigs is responsible for all telecommunications services, including service delivery, regulatory compliance, and the technical aspects of the Travel eSIM. All activation, provisioning, suspension, and termination of the Travel eSIM are controlled and managed by Gigs.

Sezzle acts only as a limited agent of Gigs for billing and payment processing, and as the provider of the Sezzle App through which you may purchase the Travel eSIM. Sezzle does not provide telecommunications services or network connectivity, and does not operate any telecommunications network or infrastructure. Nothing in these Terms creates a telecommunications service provider relationship between you and Sezzle.

Please read these Terms carefully, together with the Gigs Travel End User Service Agreement, before purchasing a Travel eSIM. In these Terms, "you" means the person who purchases the Travel eSIM (the "End User," as defined in the Gigs Travel End User Service Agreement). Nothing in these Terms limits any rights you have under consumer protection laws that cannot be waived by contract.

1. Service Overview

The Travel eSIM provides mobile data only. It does not include voice calls, SMS, or a phone number. The Travel eSIM works only outside Canada, in the countries covered by the plan you purchase. Emergency calling, including 9-1-1, depends on your primary SIM.

You buy prepaid data plans for your Travel eSIM in the Sezzle App. Each plan has a data allowance, a validity period of up to thirty (30) days, and a list of covered countries, all shown before you purchase. Nothing starts when you purchase a plan or install the Travel eSIM. A plan starts when your device first connects to a supported network in a country covered by the plan, outside Canada ("Activation"). A plan that has not been activated does not expire.

After Activation, a plan ends when:

the purchased data allowance has been fully used; or

the validity period has elapsed, whichever comes first.

Where the Sezzle App offers it, you may add data to a plan or buy a new plan for your Travel eSIM. Any terms for added data, including when it expires, are shown before you purchase. You may also purchase a new Travel eSIM through the Sezzle App at any time.

The countries covered by each plan are shown in the Sezzle App and may change. Travel eSIMs are not offered for certain countries, including countries subject to sanctions. If you delete the Travel eSIM or change devices, contact Sezzle Customer Support. We may be able to provide a replacement Travel eSIM.

2. Eligibility and Device Requirements

To purchase and use the Travel eSIM:

You must have a Sezzle Account in good standing.

You must have a compatible mobile device that supports eSIMs and is network-unlocked.

You may need to complete identity verification or fraud prevention checks. Where these checks relate to the provision of telecommunications services or regulatory requirements, Sezzle performs them on behalf of Gigs, and Gigs remains responsible for compliance with any applicable telecommunications or SIM registration requirements.

You confirm that the information you provide is accurate and agree to promptly update it. Gigs may reject an order for a Travel eSIM or suspend the Services, and Sezzle may refuse to allow you to use a Sezzle payment option, where eligibility, fraud, or credit checks are not satisfied.

Sezzle may limit how many Travel eSIMs you can purchase, how many unused Travel eSIMs you can hold, and how much you can spend on Travel eSIMs in a given period. Any limit that applies to you is shown in the Sezzle App before you reach it.

3. Purchasing a Travel eSIM for Someone Else

After purchase, the Sezzle App shows a QR code that you can use to install the Travel eSIM yourself or share with another person, who does not need a Sezzle Account. You remain the purchaser and the End User under the Gigs Travel End User Service Agreement, and you are responsible for the use of any Travel eSIM you purchase. Usage alerts, the option to add data, and customer support are available only to you. Anyone with the QR code can install the Travel eSIM, so share it only with the person you intend to use it and keep it safe.

4. Pricing and Payment

The price of each plan depends on the amount of data, the validity period, and the destination selected. Prices are shown in the Sezzle App before you purchase.

Payment: Each plan is a one-time purchase, charged when you purchase it, even if you do not use it until a later date. Depending on what is available to you at the time of purchase, you may pay in full or with a Sezzle payment plan. Any payment plan is governed by the Sezzle User Agreement and the terms of that payment plan.

Subscription discount: If you have an active paid Sezzle subscription that includes a Travel eSIM discount, the discounted price is shown in the Sezzle App before you purchase.

No auto-renewal: Plans do not renew automatically.

Sezzle acts as Gigs' duly appointed billing agent for the purposes of collecting all fees and charges payable by you in connection with the Travel eSIM. This means that, when you make a payment for your Travel eSIM or any related charges, you are making that payment to Sezzle in its capacity as Gigs' authorized agent. Sezzle is responsible for receiving and processing such payments on behalf of Gigs, and any payment you make to Sezzle in this context will be deemed to have been received by Gigs. For the avoidance of doubt, Sezzle's role as billing agent is strictly limited to the collection and processing of payments on Gigs' behalf, and does not extend to the provision of the Services, which are provided exclusively by Gigs.

5. Cancellation and Refunds

Because Travel eSIM plans are digital products, refunds are not available once a plan has been activated, except in cases of technical failure beyond your control (for example, you cannot install the Travel eSIM despite following the instructions provided), in which case Sezzle may, at its option, issue a refund or provide a replacement Travel eSIM, or as otherwise described below.

If a plan has not been activated, you may ask Sezzle Customer Support for a refund of that plan. Once refunded, the plan can no longer be used. If no plan remains on the Travel eSIM, it may be deactivated and its QR code will no longer work. Refunds are made to the payment method you used for the purchase. Refunds are also handled in accordance with the Sezzle User Agreement.

If you experience installation issues, contact Sezzle Customer Support through the Sezzle App or at support@sezzle.com. Sezzle may help facilitate communication with Gigs where necessary.

Where the consumer protection laws of your province or territory give you a right to cancel the Travel eSIM within a set period after purchase, you may cancel within that period and receive a full refund of the amounts you prepaid, except that a pro-rata amount for any data used before cancellation may be charged and withheld where the law allows.

6. Promotions

From time to time, Sezzle may offer promotions, sign-up incentives, or special offers in connection with the Travel eSIM ("Promotions"). Your participation in any Promotion is subject to separate terms and conditions specific to that Promotion ("Promotion Terms"), which will be made available to you when the Promotion is offered and will govern your eligibility for, and participation in, the Promotion.

7. Acceptable Use and Termination

You agree to use the Travel eSIM in accordance with the Gigs Acceptable Use Policy.

Gigs may terminate your access to the Services if you violate these Terms, the Gigs Travel End User Service Agreement, or the Gigs Acceptable Use Policy.

If your Sezzle Account is closed for any reason, any plan that has not been activated will be canceled and its purchase price refunded. Any plan that has already been activated continues until it ends.

8. Customer Support

Sezzle provides support for questions about the Sezzle App, billing, and payments. Please contact Sezzle through the Sezzle App or at support@sezzle.com.

All service-related issues, including connectivity, performance, and service availability, are the responsibility of Gigs. Sezzle may assist in directing your inquiry to Gigs, but does not investigate or resolve telecommunications service issues.

9. Communications and Notifications

Sezzle and/or Gigs may send you communications about your Travel eSIM, including through automated technology, by email, push notification, or other electronic notice, for purposes that include:

order confirmations and Travel eSIM installation guidance;

notices that your Travel eSIM is ready to install;

data usage alerts, expiry warnings, and plan-ended notices; and

confirmations of data added, payments, and refunds.

These messages relate to a purchase you made and are sent whether or not you have agreed to receive marketing messages. Sezzle sends commercial electronic messages only in line with Canada's anti-spam legislation, and you can unsubscribe from them at any time.

You agree to use the Services in compliance with all applicable laws and regulations, including data protection and privacy laws, rules on electronic communications and marketing, and restrictions on unlawful, harmful, or abusive content. You must also follow the acceptable use policies of Gigs, network providers, and any relevant third parties.

10. Liability

You acknowledge that Sezzle does not provide telecommunications services and is not responsible for network availability, quality, or performance. All connectivity and service delivery obligations rest with Gigs or its telecommunications service providers. To the maximum extent permitted by law, Sezzle's liability is limited to the billing and payment functions it performs as billing agent for Gigs, and Sezzle will not be liable for any indirect, incidental, or consequential damages, including service interruptions or data loss. Nothing in these Terms excludes or limits any liability that cannot be excluded or limited under applicable law, including the consumer protection laws of your province or territory.

11. Governing Law

These Terms are governed by the governing law set out in the Sezzle User Agreement, and disputes are subject to the dispute resolution terms set out there, except where the consumer protection laws of your province or territory provide otherwise. If you want to take action against Gigs, please refer to the Gigs Travel End User Service Agreement for information on your rights.

12. Privacy

Sezzle and Gigs each handle your information under their own privacy policies. Sezzle handles your personal information in accordance with Sezzle's Privacy Policy and applicable Canadian privacy laws. Please refer to the Gigs Privacy Policy for information on how Gigs handles your personal information.

13. Changes to These Terms

We may amend these Terms at any time. Changes apply to Travel eSIMs and plans purchased after the date the change takes effect. We will give you notice of changes where required by applicable law.

14. Contact Us

You can contact Sezzle through the Sezzle App or by email at support@sezzle.com. You may also write to Sezzle Inc., ATTN: Shopper Support, 700 Nicollet Mall, Suite 640, Minneapolis, MN 55402. The fastest way to reach us is by email.