



FREQUENTLY ASKED QUESTIONS

CUSTOMER EXPERIENCE

How does Affirm work?

When customers visit your website, they will see the Affirm pay-over-time option on your home, product, cart, and checkout pages. After a customer has added an item to the cart, they select Affirm as their payment method. At checkout, they fill out a few pieces of personal information, for a real-time decision. Once the customer has confirmed the loan, you can process the order. We pay you in full, less the transaction fee, within 2 business days. We then work with the customer directly to collect payments, and share the risk from chargebacks to fraud.

What interest rates does Affirm charge?

Customers pay between 0–30% APR, based on both their credit history and the pay-over-time program you elect to offer. When a customer selects Affirm as their payment method, they see their payment plan options.

How do refunds work?

Issuing a refund on an Affirm order looks identical to a credit card refund. It can be processed directly through your e-commerce platform or the Affirm dashboard. For a partial refund, Affirm will first credit the final monthly bill of a customer's loan. If the refund amount is higher than the final monthly bill amount, Affirm will apply the remainder of the refund to the preceding month, and so on. All other payment amounts will not change from the original terms. You can read more about refunds [here](#).

MERCHANT EXPERIENCE

What types of businesses does Affirm work with?

Affirm works with thousands of different businesses across various industries, and we don't require our partners to meet a minimum volume for online sales. In order for us to explore a partnership, we do ask that our partners:

- Sell their products online, via one of the e-commerce platforms we currently support. Currently, we have direct integrations with: 3DCart, AmeriCommerce, BigCommerce, Drupal Commerce, Lightspeed eCommerce, Magento, Shopify, Shopping Cart Elite, SunShop, Web Shop Manager, WooCommerce, and Custom built platforms on ASP Classic, ASP.NET, Java, PHP, and Python.
- Have an average order value over \$50.
- Sell directly to consumers, and operate in accordance with our **prohibited business policy**.

What is the length of the contract?

The initial term length is one year.



What's the fee?

The "fee," or "merchant discount rate" (or "MDR"), is an amount payable by a merchant to Affirm for each successful transaction consummated and approved through Affirm's services. The MDR is determined based on the selected product offering, a merchant's risk profile, and a merchant's average consumer risk profile. A merchant's risk profile is largely based on category and repayment data that Affirm has collected over time working with thousands of businesses. Affirm does not charge annual or monthly fees on top of the MDR. Once a merchant creates an Affirm merchant account and submits a few pieces of information about the merchant's business, our team will review and send over additional details about our various financing program offerings and associated fees.

Can I offer 0% APR loans to my customers?

When you're approved to work with Affirm, you'll have the option to offer your customers different program options, which include interest-bearing and 0% APR options, or a combination of both. If you decide to offer a 0% APR option, customers who meet Affirm's qualifications will be offered 0% APR. If a customer doesn't qualify for 0% APR, they may be offered an interest-bearing loan.

Do you offer longer terms?

Our terms range from 3–36 months. After being live for 60 days with the initial terms you selected during the Affirm onboarding process, you're welcome to inquire about other available financing programs.

Is Affirm available in other countries?

Today, only U.S. customers can apply for Affirm loans. However, we do work with businesses based outside of the U.S., provided that the majority of your customers are from the U.S. and you have a U.S. bank account where we can deposit funds. Expansion to other countries is on our radar—check our website for updates!

ONBOARDING & INTEGRATION

How do I get started?

You can get started today by creating an Affirm business account [here](#). When you're finished, we'll send you an email walking you through the setup process.

What is the integration process like with Affirm?

Once you've completed the merchant agreement, our learning platform provides step-by-step instructions on how to integrate Affirm on your website. In most cases, the process is as easy as flipping a switch, and doesn't require a developer. If you run into any issues or have questions along the way, simply reach out to merchanthelp@affirm.com, and we'll walk you through the process. You can find more detailed information about our integration process [here](#).

How will I be paid?

Affirm settles to your bank account via ACH transfer within 1-2 business days of your customer's transaction. We pay you up front, in full, less the merchant discount rate (MDR).

Can I offer Affirm in my brick and mortar store?

Affirm does offer an in-store solution for qualified merchants. If this is something you are interested in, you can get started by creating an Affirm business account [here](#).