

Payments

Safe. Secure. Reliable.

Overview

Teleport was designed from the inside out with trust and safety at its core.

We employ rigorous best practices to safeguard your account both online and off, and regularly audit the integrity of our payment platforms to ensure its utmost safety, security and reliability.

Pay with Confidence.

Teleport uses [Stripe](#) and [PayPal](#), two of the world's leading payment processors utilizing the most stringent levels of security and certification available to protect your information every step of the way.

Frequently Asked Questions:

What payment methods does Teleport accept?

Teleport accepts most major debit and credit cards (Visa, MasterCard, Amex, Discover, JCB) including [PayPal](#).

Offline or cash payments are strictly prohibited and are a violation of our [Terms of Service](#). We prohibit offline or cash payments to prevent fraud and other security issues that make it difficult for us to protect you and your information.

Can I pay with my local currency?

This feature is coming soon. Currently, all prices on Teleport are listed in US dollars (USD). [Click here](#) to check your local conversion rate.

Please note that the U.S. government does not allow payments from Cuba, Iran, North Korea, Syria, Sudan and the Crimea region of Ukraine. We apologize for any inconvenience.

Can I get paid in my local currency?

You will be paid in U.S. Dollars (USD), but the amount will be converted into your local currency based on the exchange rate. [Click here](#) to check your local conversion rate.

Can I pay with cash?

No. Offline or cash payments are strictly prohibited and are a violation of our [Terms of Service](#). We prohibit offline or cash payments to prevent fraud and other security issues that make it difficult for us to protect you and your information.

How do I use PayPal with Teleport?

Select [PayPal](#) as a payment method which will redirect you to the PayPal website.

- Log in to your [PayPal Account](#)
- Choose your preferred payment method (e.g. a credit card or bank account)
- Confirm payment method, accept PayPal's policies, then click Agree & Continue

You'll then be redirected back to Teleport where you can complete your payment.

Depending on the currency, [PayPal](#) may not be available in your country. If you don't see PayPal as an option, you'll need to select a different method of payment.

When does the Shopper pay?

The shopper is charged once the traveler accepts your delivery. Full payment plus all traveler rewards are then held securely in escrow with Teleport until the traveler completes the delivery to the shopper and the shopper confirms it.

View our individual [Shopper](#) and [Traveler](#) pages for more information.

When does the Traveler pay?

The traveler only pays to purchase item(s) on the shopper's behalf. Once payment is secured, the shopper is charged the full price of the item(s) plus all traveler rewards. This money is then held securely in escrow until the traveler completes the delivery to the shopper.

Visit our individual [Shopper](#) and [Traveler](#) pages for more information.

When does the Traveler get paid?

The traveler gets paid only when a delivery has been completed by the traveler and

confirmed by the shopper. All payments are held securely in escrow until then. Once confirmed, the traveler is fully reimbursed for all items and paid their delivery reward.

Please note, payment processing times vary according to [Stripe](#) and [PayPal](#) policies.

When does Teleport get paid?

Teleport collects a commission whenever a transaction is processed. We collect 8% of the traveler's total earnings and 10% from the shopper's total order to cover international transaction fees and operational costs.

Why is my payment still in escrow?

Shopper payments are held in a secure escrow account prior to completing a delivery. This protects both the shopper and the traveler on each end of the transaction in the event something goes wrong. Once a delivery has been made, travelers can transfer payment to their bank accounts with a single click.

Why does Teleport require a copy of my credit card and ID?

Laws require standard safeguards and best practices in order to prevent unauthorized credit card use, identity theft, and fraud. In some cases, we may require additional verification, such as a selfie, a copy of your government-issued ID, and front-and-back copies of your credit card.

Why didn't my payment go through?

We're very sorry to learn that your payment did not go through. However, there are a number of possible reasons why this has happened. Please double check that all of your information is correct and that your funds are available.

If this is your first time using Teleport, your bank or card issuer may be blocking your payment. Don't worry, this is standard practice and for your own protection. Simply give them a call to sort it out.

If you're still having trouble, please [submit a help ticket](#). Our support team is available for you 24/7.

Do I need to pay or collect customs duties?

Teleport is not responsible for customs duties nor liable for any customs violations.

Customs duties are taxes charged on imported goods and vary across international borders. It is the traveler's responsibility to ensure that all taxes and fees on imported items are paid in full.

Travelers will be required to document all customs fees and submit payment receipts to Teleport. We will then collect payment from the shopper and reimburse the traveler for all duties paid. [Click here](#) for more information on customs duties.