



Customer FAQ Sheet

For Consumers

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Plain answers to the most common consumer questions about paying with Bitcoin in the UK.

Top Questions About Paying with Bitcoin

Is it safe to pay with Bitcoin?

Yes. Bitcoin payments are secure and irreversible once confirmed. Unlike card payments, there is no risk of chargeback fraud. You don't need to share your bank details with the merchant.

What if I send Bitcoin to the wrong address?

Bitcoin transactions cannot be reversed. If you send to the wrong address, you would need to contact the recipient and ask them to return the funds — there is no automatic recovery mechanism. Always double-check the address before confirming.

Do I need the internet to pay with Bitcoin?

Yes. A data connection (Wi-Fi or mobile data) is required to broadcast the transaction to the Bitcoin network. Most phones handle this fine. You don't need a phone signal — just data.

Can I get a refund?

It depends on the merchant's policy. Unlike card payments, Bitcoin has no mandatory refund process. Always ask the merchant what their refund policy is for Bitcoin payments before you pay. If a refund is agreed, it typically goes back to the wallet you paid from.

Do I need a whole Bitcoin to pay?

No. Bitcoin is divisible to eight decimal places. The smallest unit is a satoshi (sat), worth a tiny fraction of a penny. You can pay with fractions of a Bitcoin — for example, £10 is roughly 0.0001 BTC at current prices.

What happens if the Bitcoin price changes between when I pay and when it's confirmed?

Nothing — for you. The merchant receives the exact BTC amount shown on the invoice at the time you paid. The sterling equivalent at the time of payment is what you paid. If BTC price moves after that, it doesn't affect your payment.

Is my payment private? Is it anonymous?

Bitcoin is pseudonymous, not anonymous. Every transaction is visible on the public blockchain. Your identity is not attached to the transaction unless you have linked your identity to your wallet through an exchange or service. If privacy is important to you, use a non-custodial wallet and avoid reusing addresses.

Can I pay with Bitcoin if I only have it on a hardware wallet (cold storage)?

Yes, but it depends on the wallet. Some hardware wallets have companion apps that can generate QR codes for payment. If your hardware wallet doesn't support this directly, you may need to send a small amount to a mobile wallet first. Most people find it easier to keep a small balance in a mobile wallet for everyday spending.

What fee will I pay to send?

Lightning payments typically cost less than 1p. On-chain fees vary — at quiet times, a few pence; at busy times, it can be £1 or more. Most wallet apps show the fee before you confirm. If you're unsure, ask the merchant whether Lightning or on-chain is better for the amount you're spending.

What if the merchant doesn't know how to receive Bitcoin?

This shouldn't happen at a Bitcoin-accepting merchant. If it does, ask to speak to a manager or offer to walk them through it — it's as simple as opening their wallet app and tapping "Receive". If they're still unsure, suggest they contact buywithbitcoin.com for guidance.

Quick Glossary for Customers

| Term | Meaning |
|----------------------|--|
| BTC | The unit of Bitcoin; one bitcoin |
| SAT (Satoshi) | One hundred millionth of a bitcoin (0.00000001 BTC); the smallest unit |
| Lightning | Fast, low-fee Bitcoin payments |
| On-chain | The main Bitcoin network; slower but final |
| TX ID | Transaction ID; your receipt |
| Wallet | The app you use to store and send Bitcoin |

→ Next Step

Find a merchant near you at buywithbitcoin.com and try paying with Lightning for your next coffee — it's fast and easy.

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<https://buywithbitcoin.com/>