



## *CANCELLATION AND REFUND POLICY*

- Vendors are required to meet the delivery time they specified when creating their Tasks. Failing to do so will allow the client to cancel the order and may harm the Vendors rating.
- Both Vendors and client have the option to cancel an order by mutual agreement. Mutual cancellations have no negative effect on rating. However, excessive cancellations, of any type, have a negative effect on Vendors rating.
- Unanswered mutual cancellation requests will automatically be accepted after 48 hours, while reducing the non-responding user's rating.
- A Vendor may cancel an order without the client's consent at any given moment (Force Cancellation) However, this will have a negative effect on the Vendors rating.
- If an order is cancelled (for any reason), the payment funds will be returned to the client. The amount is given as a balance to the client account. These can be used by the client for his next project or withdraw it.
- Show in my city .com will not refund payments made for cancelled orders back to your payment provider. Funds from order refunds are returned to the buyer's balance and are available for future order or withdraw it.

## *Contacting Us*

To report a violation of the Terms of Service, or if you need assistance, please contact Us at:

Email: [support@showinmycity.com](mailto:support@showinmycity.com)

Call: 99252 03787 / 079-26404770-71-72-73