

Refund and Cancellation

Cancellations

If you are unable to complete a transaction, you must notify the buyer and cancel the transaction. If the buyer has already submitted payment, you must issue a full refund. You are encouraged to keep proof of any refunds in the event a dispute arises.

You may cancel a transaction under the following circumstances:

- The buyer did not pay. (The seller may flag a buyer for a payment not received, chargeback or cancelled payment.)
- Both you and the buyer agree to cancel the transaction prior to shipment, and you have issued the buyer a full refund.
- The buyer did not receive the item(s) ordered, even though you provided proof of shipping, and you have issued a refund for the item.
- Both you and the buyer agreed that the buyer could return the item for a refund, you have received the returned item and issued a refund to the buyer for the item.

We ask buyers to contact a seller directly and attempt to resolve any outstanding issues before opening a case on FRNZY. For this reason, it is important that you fill out your shop policies and regularly respond to queries from your buyers.

Buyers may file a case for a non-delivery or a not-as-described item. You must respond to any open cases within seven days or the time frame noted by FRNZY in the case. FRNZY reserves the right to escalate a case early for circumstances such as seller inactivity, harassment, refusal of service, case manipulation, and undermining the integrity of the case system.

By using FRNZY's Case System, you understand that under FRNZY's dispute resolution procedures, FRNZY may use your personal information for the purpose of resolving disputes with other members. Cases can be filed in the following circumstances:

Non-Delivery

A non-delivery occurs when a buyer places an order and submits payment, but does not receive the item. The following are examples of non-delivery cases:

- An item was never sent.
- An item was not sent to the address provided on FRNZY.
- There is no proof that the item was shipped to the buyer's address.
- Not as Described

An item is not as described if it is materially different from your listing description or your photos. The following are examples of not as described cases:

- The item received is a different colour, model, version or size than is shown in the photo or described in the listing.
- The item has a different design or material.
- The item was not as was promised.
- A buyer purchased three items but only received two.
- The condition of the item is misrepresented. For example, the description at the time of purchase said the item was “new” and the item is used.

Not as Described cases can also be filed for late delivery. In order to qualify as late delivery, the buyer must provide proof that all of these conditions have been met:

- The item(s) were ordered for a specific date or event.
- The item(s) are rendered useless after that date.
- The seller did not ship the item(s) according to their processing time or the date agreed upon.

If FRNZY determines that an item is not as described, you will be required to refund the original shipping and return shipping, in addition to the cost of the item.