

NEW

Refund Policy

Charter 15 January 2023

Incidents (1/5)

Eligibility

Category

**Parcel
Not
Delivered**

Case

**Marked as lost
by carrier**

**Reported before 30
days after parcel
creation**

Case

Not delivered

Variant

Parcel is advalorem

 **Parcel is domestic**

**Not delivered before
promise + 10 days**

 **Parcel is international**

**Not delivered before
promise + 14 days**

Variant

Parcel is not advalorem

 **Parcel is domestic**

**Not delivered before
creation + 30 days**

 **Parcel is international**

**Not delivered before
creation + 90 days**

Incidents (2/5)

Eligibility

Category

Carrier Contestation

Reminder

**Proof of delivery should
be purchased**

Case

**Availability in pick up point
contested**

**Attestation on
honour is required**



**Reported before 14
days after the
availability at pick up
point**

Case

**Order
delivered but
not received**

Variant

Value is <150€

**Attestation on
honour is required**



**Reported before 14
days after delivery**

Variant

Value is ≥ 150€

Proof of delivery is weak

**POD is strong,
police report required**



**Reported before 14
days after delivery**

**Reported before 28
days after delivery**

Incidents (3/5)

Eligibility

Category

Unsatisfying
Delivery

Case

**Delivered
damaged**

Requirement

**The pictures provided proves the culpability of
Cubyn in the damages**

**Reported before 14
days after delivery**

Case

Inversion

**Reported before 14
days after delivery**

Case

**Incomplete
parcel**

Variant

Value is <150€

**Reported before 14
days after delivery**

Variant

Value is ≥ 150€

A police report is required



**Reported before 28
days after delivery**

Incidents (4/5)

Eligibility

Category

Carrier Return

Case

Order is declared lost by carrier

Reported before 60 days after creation

Case

Order is not delivered

Not delivered for 60 days after creation

Case

Order is damaged

Case

Inversion

**Automatically detected at inbound.
Part of stock shrinkage.**

Case

Incomplete delivery

Incidents (5/5)

Eligibility

Category

Recipient
Return

Case

Order is declared lost by carrier

Reported before 30
days after recipient
shipping

Case

Order is not delivered

Not delivered for 30
days after recipient
shipping

Case

Order is damaged

Case

Inversion

Not applicable

Case

Incomplete delivery

Certificate on honour

Asked to prove recipients goodwill and enforce agreements with our partners in case of suspected fraudulent behavior.

STEP 1

Download the template by [clicking here](#)

STEP 2

Ask your customer to fill and sign it

STEP 3

Join it with your claims

Case

**Availability contested in
pick up point**

Case

**Delivery contested,
Value < 150€**

Case

**Incomplete delivery,
Value < 150€**



CERTIFICAT DE NON-RÉCEPTION D'UNE COMMANDE ET ENGAGEMENT DE REFUSER LA LIVRAISON

Nom du destinataire :

Adresse :

Code Postal :

Ville :

Nom du marchand :

Numéro de commande :

Numéro de suivi Cubyn (commence par CUB et est suivi de 9 chiffres) :

Numéro de suivi transporteur :

Transporteur concerné :

Je certifie sur l'honneur que je n'ai pas reçu la commande mentionnée :

- ☐ Le colis est marqué "livré" mais je n'ai jamais signé le bon de livraison ou fourni d'éléments permettant la livraison (code).
- ☐ Le colis est déclaré "perdu" par le transporteur.

Je m'engage sur l'honneur à refuser le colis si le transporteur a tenté de le livrer malgré tout.
Si jamais je reçois le colis, je m'engage à le dire au marchand et à retourner le colis sous 5 jours avec l'étiquette de retour remise par le marchand.

Date : / /

Signature



Police Report

Asked to prove recipients goodwill and enforce agreements with our partners in case of suspected fraudulent behavior.

**For all case requiring police report,
you have an extended deadline to give you the time
needed to provide it.**

Case

**Delivery contested,
POD is strong, Value ≥ 150€**

Case

**Incomplete delivery,
Value ≥ 150€**

Pre-fill a police report online by clicking here



Proof of deliveries

Provided by the selected carriers for each delivery.
Directly available in-app or by creating a support ticket to our team.

Weak

Proof of delivery is purchased but unavailable

Proof of delivery mentions being delivered without signature of any kind

Proof of delivery mentions generic messages like "BOX", "BAL", ...

Strong

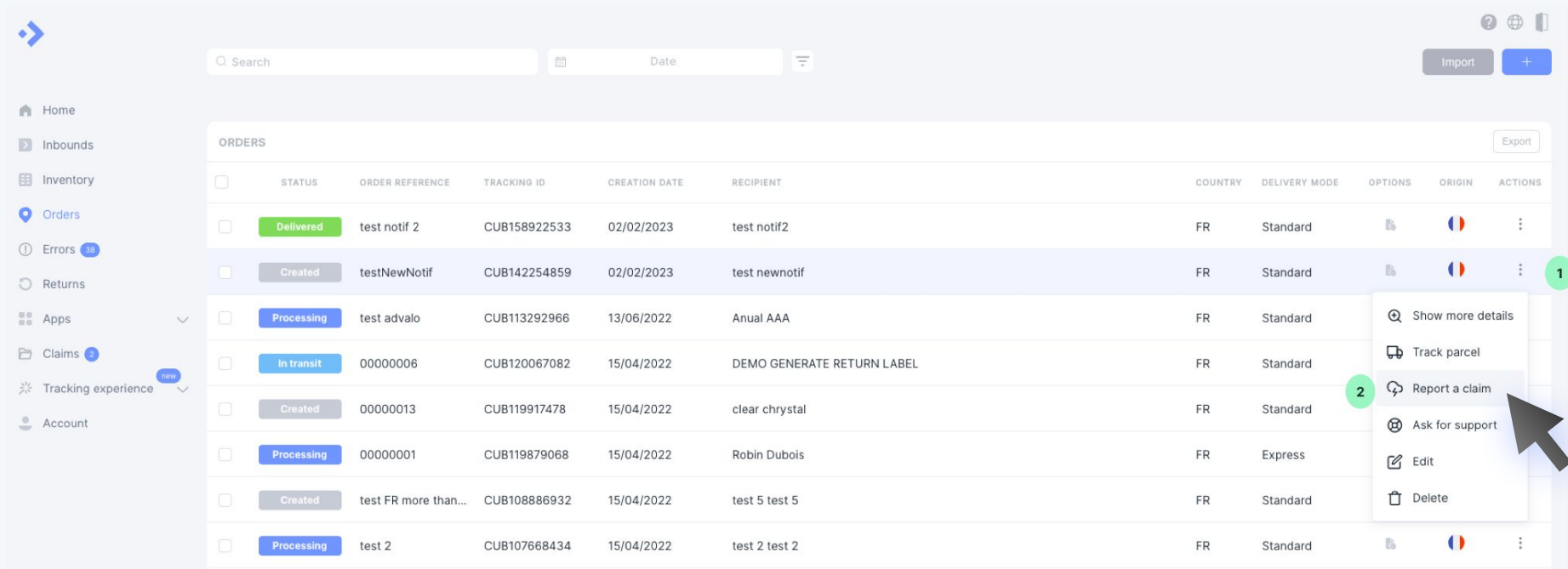
Proof of delivery is signed manually

Proof of delivery is signed electronically

The list is not exhaustive and might change based on proof of delivery provided by carriers in the future.

Report an incident

From your Orders, click on Actions, then select Report a claim



The screenshot displays the Cubyn web application interface. On the left is a sidebar with navigation links: Home, Inbounds, Inventory, Orders (highlighted), Errors (34), Returns, Apps, Claims (2), Tracking experience (20), and Account. The main area features a search bar, a date filter, and an 'Export' button. Below these is a table titled 'ORDERS' with columns: STATUS, ORDER REFERENCE, TRACKING ID, CREATION DATE, RECIPIENT, COUNTRY, DELIVERY MODE, OPTIONS, ORIGIN, and ACTIONS. The table contains several rows of order data. A context menu is open over the 'ACTIONS' column of the row with status 'In transit' (order reference 00000006). The menu options are: Show more details, Track parcel, Report a claim (highlighted with a green circle and a mouse cursor), Ask for support, Edit, and Delete. A green circle with the number '1' is next to the 'ACTIONS' column header, and a green circle with the number '2' is next to the 'Report a claim' option.

	STATUS	ORDER REFERENCE	TRACKING ID	CREATION DATE	RECIPIENT	COUNTRY	DELIVERY MODE	OPTIONS	ORIGIN	ACTIONS
<input type="checkbox"/>	Delivered	test notif 2	CUB158922533	02/02/2023	test notif2	FR	Standard			
<input type="checkbox"/>	Created	testNewNotif	CUB142254859	02/02/2023	test newnotif	FR	Standard			
<input type="checkbox"/>	Processing	test advalo	CUB113292966	13/06/2022	Anual AAA	FR	Standard			
<input type="checkbox"/>	In transit	00000006	CUB120067082	15/04/2022	DEMO GENERATE RETURN LABEL	FR	Standard			
<input type="checkbox"/>	Created	00000013	CUB119917478	15/04/2022	clear chrystal	FR	Standard			
<input type="checkbox"/>	Processing	00000001	CUB119879068	15/04/2022	Robin Dubois	FR	Express			
<input type="checkbox"/>	Created	test FR more than...	CUB108886932	15/04/2022	test 5 test 5	FR	Standard			
<input type="checkbox"/>	Processing	test 2	CUB107668434	15/04/2022	test 2 test 2	FR	Standard			