

# PLOY Cancellation Policy (For Planner)

Revised November 7, 2017

Any cancellation by Customer must be initiated by call to the PLOY office or by email to [contact@poytrip.com](mailto:contact@poytrip.com) after clicking the "Dispute" button through poytrip.com messaging system. PLOY will acknowledge Customer's cancellation by email.

## Standard Cancellation Policy

At any time when You request a cancellation, full refund will be given.

Any cancellation request for any reason received by You or PLOY will determine the refund due as follows:

If Customer cancels within 48 hours after planner accepts the request, 100% of the payment will be refunded.

If Customer cancels between 2-10 days after planner accepts the request, 50% of the payment will be refunded.

If Customer cancels 10 days after planner accepts the request, no refund will be given.

All planners listed with PLOY have agreed to the standard delivery protocol of delivering an initial draft within 3 days after accepting the request. In the event that planner fails to deliver within 3 days. Customer has the right to cancel and receive 100% of the payment.

Upon receipt of the draft within 3 days, Customer may choose to continue making enhancements, or cancel. Should a Customer choose to cancel the request, 50% of the payment will be refunded.

Maximum transaction duration is set to be 15 days, and request will be automatically marked as complete on the 15<sup>th</sup> day after planner accepts the request, no refund will be given.

If Customer believes their case requires additional disputation, they shall contact PLOY immediately and PLOY will do its best to accommodate your needs. This, however, does not guarantee the final decision is within Your or Customer's best interest and PLOY reserves the right to conclude the case based on review committee's objective judgement, all in alignment with PLOY terms and policies.