
RE: Charged a freelancer for a miscommunication

2 messages

Eli D. <support@cx.freelancer.com>

2 October 2021 at 22:23

Reply-To: "Eli D." <support@cx.freelancer.com>

To: Greg Chalker <g00rb4u@gmail.com>



Hi Greg,

Greetings from Freelancer.com.

We acknowledge your inquiry regarding Project Fees. Let us assist you with this.

Upon checking, the record shows that the project "Finish off a Android Mobile App" (ID: 31123338) was indeed awarded to "junaidjavaid971". Please know that once a fixed-price project is awarded by the client and accepted by the freelancer, we charge project fees on both parties as service fees for delivering the online meeting place for the users to meet and discuss the project. These project fees are non-refundable regardless of the project's outcome since Freelancer.com has fulfilled its role of providing the online platform that was utilized by the users.

While we understand that there was an oversight for the project assignment, we kindly ask you to let your freelancer contact us so we can further check for a possible refund. You may also refer your ticket ID to your freelancer, that way there is something to support their request.

Ticket ID: YSDB-0371-JCHP

If you have other queries or concerns, feel free to contact us back.

Cheers,

Eli D.

Freelancer.com Support Team

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On Sat, 2nd Oct 2021 at 12:25 am, Greg Chalker <g00rb4u@gmail.com> wrote:

Dear team,

User junaidjavaid971 recently bid on a project of mine, finishing off a mobile app after my primary dev was unable to complete it.

Me not knowing the various android development languages used for mobile dev development, it was an oversight of mine for not mentioning that my app was a Hybrid Native app.

My project omitted this detail and it only came to light after we agreed to work together.

I've just come to learn that you charged him AU\$50 for accepting the project - given that a request was lodged shortly after assignment, to cancel, I think it would be only fair to refund a fee that was a consequence of a simple oversight on my behalf.

I'll wait to hear your response before deciding whether to repost the project specifying the correct technologies involved.

His invoice number is GAF-141492439

Greg

View and manage this ticket online:
<https://cx.freelancer.com/tickets/YSDB-0371-JCHP>

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Greg Chalker <g00rb4u@gmail.com>
To: "Eli D." <support@cx.freelancer.com>

2 October 2021 at 22:37

Eli,

Freelancer being an Australian entity, it is bound by Commonwealth legislation, namely the Competition and Consumer Act; claiming that something is not refundable doesn't always align with the Act.

The fee was not for platform access, you make it very clear that registration is free. Within minutes of the project being accepted, a request to undo this was submitted as it was in error.
What was the taxable supply that could not be returned? In other words, you didn't provide an irrevokable digital item like a e-book.

You are right that it is an issue between the supplier and recipient; your stance on this has discouraged me as an employer, from posting tasks on your platform though, charging AU\$50 to a customer of yours residing in India.

Greg
[Quoted text hidden]

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Greg Chalker

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