**REFUND OR CANCELLATIONS**

Stated under term and conditions clause 17:

* If a Job is cancelled by a Successful Transporter or Lexgo Team AFTER a quote was accepted but BEFORE any work on the Job commenced (a "Cancellation") the user may seek to file a "Cancellation Request" and have the Deposit returned to their Lexgo account as credit. Lexgo does not offer refunds of deposits, instead a credit policy applies. A cancellation request must be filed within 28 days of quote acceptance, requests made after this time will be invalid. If a cancellation request is accepted (see 7.x clauses below), credit will be applied to the user's lexgo account in the amount of the Deposit already paid. This credit may be used to accept future quotes on lexgo within 6 months of the "Cancellation Request" date. After a period of 6 months from the date of the "Cancellation Request", this credit will expire and be un-usable. lexgo credit is non with-drawable / refundable and may only be used for accepting quotes on lexgo.
* Users and Successful Transporter or lexgo team will negotiate directly once there has been a successful quote. Either party can make a Cancellation Request; however it should only make one once all reasonable attempts to reach an agreeable solution have been exhausted and it is clear that the Job will not be performed. You may not make a Cancellation Request until at least 7 days after the date on which the quote was originally accepted. When you make a Cancellation Request the other party to the proposed Transaction will be notified and will have 72 hours to respond by either:
  + accepting the Cancellation Request and your reason; or
  + rejecting the Cancellation Request and requesting review by our staff.
* If your Cancellation Request is accepted by the other party the accepted quote can be retracted and the Job can either be relisted or deleted. If the request is rejected by the other party, then it is sent to us for review and a decision will be made on whether to approve or not to approve the Cancellation Request. Once we have given our verdict on whether to approve the Cancellation Request we will not enter into any further correspondence - our decision is final.
* If the other party does not respond within the 72 hour grace period, your Cancellation Request and reason will automatically be accepted. Depending on the reasons for the Cancellation Request, any amounts associated with the Deposit or the Fee may be credited to your lexgo account at our sole discretion and in line with clause 7.1.
* We take abuse of the procedure for Cancellation Requests very seriously. Abuse includes submitting false or exaggerated reasons, attempting to retract accepted quotes, or colluding with other Members to abuse the procedure. If a Member is found abusing or is suspected of abusing the procedure in this clause 7 his Cancellation Request will automatically be denied and may his Membership may be revoked without further notice and/or he may also be subject to additional fees.