**Cancelation and refund policy**

We hope that you never have to cancel or return the Product.  At the same time, we would be there to help you whenever you do so under the following circumstances only.

If you have received the Product of unsatisfactory quality, you can follow a few simple steps to initiate your refund:

**Step 1:** To contact the freelancer with respect to any claims related to the quality of the Product.

**Step 2:** If there is no reply/no reasonable reply from the freelancer within 3 business days, the customer shall contact Weldian Pte. Ltd with a request for refund via [info@weldian.online](mailto:info@weldian.online). Kindly be prepared to provide the claim related to quality of the Product that was sent to the freelancer.

**Step 3:** Within 3 business days Weldian Pte. Ltd shall initiate the review of the Product’s quality and contact the freelancer for clarifications.

**Step 4:**

**(i)** If the freelancer does not respond/reasonably respond regarding the claim to Weldian Pte. Ltd within 5 business days

and/or

**(ii)** If after the review of the Product Weldian Pte. Ltd is of opinion that the claim of the customer is substantiated,

Weldian Pte. Ltd shall return the funds to the customer within 60 business days from the date, when the claim of the customer was received by Weldian Pte. Ltd.