

## **Cancellation Policy**

**Order cancellation:** takes place before the product has been shipped or received by the buyer. It involves nullifying the transaction entirely. In this scenario, no physical return of goods is necessary because the purchase hasn't been completed yet.

### **Order Cancellation by Saheli**

We reserve the right to refuse or cancel Your Order at any time for certain reasons including but not limited to:

- Goods availability or change in availability of Goods
- Errors in the description or prices for Goods
- Errors in Your Order
- Issues with the Seller of the Goods

We also reserve the right to refuse or cancel Your Order if fraud or an unauthorized or illegal transaction is suspected.

### **Order Cancellation by Buyer**

A buyer shall not have the right to cancel an order. Any Goods you purchase can only be **returned** in accordance with these Terms and Conditions and Our Returns Policy. Any Goods you purchase in a transaction cannot be cancelled after it is placed. A cancellation is when an Order is stopped and halted before it has reached the buyer. A return is when an Order has reached the buyer

and then the buyer submits a request for the transaction or Order to be reversed and for the monies to be returned to the buyer and for the Goods to be shipped back to the seller (from the buyer).

Please read our Returns Policy to learn more about your right to return Your Order.

### **Order Cancellation by Seller:**

Upon listing any Goods on the platform, a seller agrees to ship any Goods sold in the allotted time frame of 72 hours from the time of sale. An Order will be cancelled by the Company if the Seller does not ship the Goods in the allotted time frame of 72 hours. If the Company is forced to cancel the Order due to this violation, a seller will be charged a cancellation fee of \$18 USD. You as a seller of any Goods agree to this cancellation fee as part of these Terms of Service.