

LETSBIDD.COM

REFUND & CANCELLATION POLICY

1. General

All payments made through LetsBidd.com ("LetsBidd" or "Platform") are subject to this Refund & Cancellation Policy.

By making a payment on the Platform, the user acknowledges and agrees to the terms stated below.

2. Cancellation

Users may cancel a service or transaction only where cancellation is permitted by the applicable terms of that service or by LetsBidd.

Once a service has been activated, a Tender has been published, a bid has been submitted, or a paid service has been utilised, cancellation may not be possible and the amount paid may be non-refundable.

3. Refunds

Payments made to LetsBidd are generally **non-refundable**, except in circumstances where:

- LetsBidd has charged the same amount more than once due to a technical or payment processing error;
- A payment has been successfully received but the corresponding service could not be provided due to a verified technical issue attributable to LetsBidd;
- LetsBidd expressly approves a refund; or
- A refund is required under applicable law.

Refunds, where approved, will normally be processed through the original payment method. The time taken for the amount to reflect in the user's account may depend on the relevant bank, payment gateway or payment service provider.

4. Failed or Duplicate Payments

If a payment fails but the user's account is debited, the amount will normally be reversed through the payment gateway or banking system.

In case the amount is not automatically reversed within the applicable processing period, the user may contact LetsBidd with the transaction details.

For duplicate payments, LetsBidd may verify the transaction and issue an appropriate refund where the duplicate charge is confirmed.

5. No Refund for Commercial Outcomes

Payment for a service on LetsBidd does not guarantee any particular commercial, tender or business outcome.

Accordingly, a user will generally not be entitled to a refund merely because:

- A Tender does not result in a contract;

- A bid is unsuccessful;
- A user is not selected;
- A Tender is cancelled or withdrawn;
- A user does not receive the expected response or opportunity; or
- The user does not achieve the expected commercial result.

6. Transactions Between Clients and Contractors

LetsBidd is a technology platform connecting Clients and Contractors.

LetsBidd is **not a party to the contractual or financial relationship between a Client and Contractor.**

Any payments, refunds, advances, EMD, security amounts, cheques, project payments, contract amounts or other financial transactions between a Client and Contractor are solely between those parties and are not governed by this Refund & Cancellation Policy.

LetsBidd does not hold, process, refund or guarantee such amounts.

Any dispute regarding such payments or contractual obligations must be resolved directly between the Client and Contractor in accordance with their agreement and applicable law.

7. Refund Requests

For any refund-related query concerning a payment made to LetsBidd, the user should contact LetsBidd through the official support/contact mechanism available on the Platform and provide the relevant transaction details.

LetsBidd may review the request and determine eligibility for a refund in accordance with this Policy and applicable law.

8. Changes to this Policy

LetsBidd reserves the right to amend this Refund & Cancellation Policy from time to time. The updated Policy will be published on the Platform and will be effective from the date specified therein.

LetsBidd.com

Connecting Clients with Contractors