

Cancellation Policy

Before cancelling an order, we recommend you contact your supplier and try to reach a mutual agreement.

If your order has not been paid for yet, you can cancel it online by clicking the “Cancel Order” button in the [“All Orders”](#) section of the personal account on the site.

If you have paid for your order, please wait and give our system some time to verify your payment before cancelling the order. It will take 2-3 business days to verify the payment via Credit Card, and 3-7 business days for TT payment. Then your order status will be updated as paid and you can submit a dispute online to apply for a refund. Our professional dispute team will handle your case accordingly.