

# RETURN POLICY

Last updated June 24 2022.

Thank you for using Chingup. We hope you are happy with your experiences on Chingup.com. However, if you are not completely satisfied with a transaction for any reason, you may contact us and we will try to make it right for you. PLEASE NOTE that almost all transactions on Chingup can NOT be reversed or “undone”. However, most transactions you execute can be negated by an additional yet opposite transaction (minus the fees). For example, a Marketplace Merchant may accept a return, but how you are compensated depends on how you paid for the project or service. Please see below for more information on our return policy.

## **RETURNS**

No Credit Card Transaction should ever be disputed with your Card Issuer. Instead, simply contact us (Chingup Marketplace) and we will work with the Merchant to make the transaction right for you. If something isn't right, we will make it right with a full or partial refund after we investigate the matter. Please see below for more information on our return policy.

## **REFUNDS**

After receiving merchandise if it does not meet your expectations you can contact us and we will attempt to make it right. You must however contact us immediately after the delivery of your merchandise.

## **EXCEPTIONS**

For defective or damaged products, please contact us at the contact details below to arrange a solution.

## **ACCOUNT TRANSACTIONS**

As a transaction business we have designed best practices systems that use automated systems to catch and prevent fraud and or losses in all transactions on the platform. We retain all appropriate documentation and timestamps showing authorization of any transaction.

1 - All transactions including ACH are monitored and compiled into our ledger and DB. We maintain human ad hoc searchable research tools built by Chingup to review transactions that fit a specific criteria and or threshold.

2 - When an ACH or any other transaction fails or reverses, we log the return and alert the originator of the reason for return. This transaction and this account then become manually monitored to determine if the activity and its legitimacy should be reassessed.

3 - We live monitor all automated transitions for any transaction that is out of the ordinary. We maintain proprietary and industry standard methods and encryption to prevent and monitor fraud and to combat unauthorized returns and malicious platforms users.

4 - We have tiered time/count based transaction limits for users with limited history with us. We provide greater freedom for users who maintain larger USD account balances on Chingup. This greatly reduces risk to Chingup and our financial partners.

5 - We are looking into the option to offer a "cancel a transaction" within a set time frame (a paid option) to prevent accidentally submitting a payment and then disputing it as unauthorized. Currently we have "cannot be reversed" language on all transactions.

6 - We always conduct balance checks (funds in account) on bank accounts for ACH and verify all bank information matches the Chingup account holder information.

7 - We monitor and log all browser/device/IP address usage of all users doing any transaction on Chingup. As part of our comprehensive Customer Identification and KYC procedures, all users must provide a verifiable and textable/callable phone number to open an account. At any time, our fraud/monitors/support can pick up the phone and call a user to enquire about details of a transaction.

## **QUESTIONS**

If you have any questions concerning our policy, please contact us [support@chingup.com](mailto:support@chingup.com) or using the live chat feature on chingup.com.: