

Cancellation Policy Terms and Conditions

1. Introduction

Welcome to ReadySetSent, the online reverse auction platform that connects buyers and sellers. We value your participation in our platform and strive to provide a fair and transparent marketplace for all users. To maintain the integrity of our auctions, we have established this cancellation policy to govern the terms and conditions of cancelling an online reverse auction.

2. Definitions

ReadySetSent: Refers to the online reverse auction platform operated by ReadySetSent Pty Ltd, an Australian company, with a registered email address at administration@readysentsent.gmail.com.

Buyer: Refers to the individual or entity participating in a reverse auction as the prospective purchaser/bidder.

Seller: Refers to the individual or entity participating in a reverse auction as the prospective supplier/seller.

Winning Bid Price: The lowest accepted bid in a reverse auction, determining the successful bidder.

3. Cancellation Procedure

3.1. A buyer may request the cancellation of a reverse auction before the auction's closing date.

3.2. To request a cancellation, the buyer can initiate the action themselves by pressing cancel auction. They can also contact ReadySetSent through the provided contact details (administration@readysentsent.gmail.com).

3.3. After the request is received, ReadySetSent will review the request and assess the circumstances. Cancellations after the auction has closed will only be approved under exceptional circumstances at the discretion of ReadySetSent.

4. Cancellation Fees

4.1. If a reverse auction is cancelled before the auction's closing date no cancellation fees will apply.

4.2. Cancellations requested after the online reverse auction has concluded will result in a cancellation fee. The seller is required to pay 20% of the winning bid price to the successful bidder.

5. Exceptional Circumstances

5.1. Exceptional circumstances that may warrant a cancellation without a fee include, but are not limited to:

Technical errors or platform issues that hinder the auction process.

Misrepresentation of goods or services by the seller.

Non-compliance with the platform's terms and conditions.

5.2. Buyers and sellers must provide detailed documentation and evidence to support their claims of exceptional circumstances for cancellation.

6. Dispute Resolution

6.1. In the event of a dispute related to a cancellation, ReadySetSent will act as a mediator to facilitate communication between the parties involved.

6.2. ReadySetSent's decision on the cancellation and related fees will be final and binding.

7. Policy Changes

7.1. ReadySetSent reserves the right to modify or update this cancellation policy without prior notice. Any changes will be posted on the platform and will apply to all subsequent auctions.

8. Contact Information

For inquiries or to request a cancellation, please contact ReadySetSent at administration@readysentsent@gmail.com.

By participating in ReadySetSent's reverse auctions, buyers and sellers acknowledge and agree to abide by the terms and conditions outlined in this Cancellation Policy.

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