

RETURN POLICY

Last updated June 13 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.

QUESTIONS

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