

## How to cancel a project

Written by Administrator

Saturday, 28 February 2009 15:57 - Last revised Friday, 10 September 2010

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In order to discontinue a project, you are required to send a Request for project cancellation to your buyer following steps below:

1. Sign in your Provider account on JoomLancers
2. Choose **My Bids> Awarded** tab in horizontal menu
3. Locate the project and click **Request to cancel**

Project Cancellation Request includes the following details:

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Project Name:

Project URL:

Main reason for Cancellation:

JoomLancers Approval required: YES/ NO

Project cancellation ID:

Time of request:

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### What happen next?:

Your buyer must respond [Approve](#) OR [Not approve](#) to your request. In case of [Not approve](#), he is required to provide reasons and information by sending email to [dispute@joomlancers.com](mailto:dispute@joomlancers.com), including:

1. Email subject: Project Cancellation [cancel\_request\_id] - Clarification Information
2. Email content must include:
  1. Your username:
  2. Reason why you do not want to cancel:
  3. How do you want to get the project solved:

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[JoomLancers](#) administrators have the right to decide the outcome of the request based on the submitted information.

### IMPORTANT:

1. Once you request a cancellation, your buyer has 7 days to respond to your request. During this responding time, you may discuss with your buyer via PM/email and sort out a solution to continue the project. Learn [How to withdraw my Request for Project](#)

#### [Cancellation](#)

2. If JoomLancers Approval required is NO, the cancellation will be accepted if your buyer approves the request.

3. If JoomLancers Approval required is YES, the cancellation can be accepted if your buyer and JoomLancers administrators approve the request.