

What happens if Buyer requests for project cancellation

Written by Administrator

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

Should you receive Buyer's request for project cancellation, you are required to respond [Approve](#)

OR

[Not approve](#)

to the request. In case of

[Not approve](#)

, you are required to provide reasons and information by sending email to 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:

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

IMPORTANT:

1. Once a cancellation is submitted, both parties have 7 days to resolve the discrepancy. During this responding time, you may discuss with your buyer via PM/email and sort out a solution to continue the project. The buyer can [withdraw his Request for Project Cancellation](#) if both parties agree to do so.

2. If JoomLancers Approval required is NO, the cancellation will be accepted if you approve the request.

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