

REFUND, RETURN & CANCELLATION POLICY

Effective Date: 15.05.2025

This Refund, Return & Cancellation Policy ("Policy") governs how contributions made on BackingBay are treated in terms of refunds, returns, and cancellations. BackingBay is a crowdfunding platform operated by SHOP RR WAY PRIVATE LIMITED ("we," "us," or "our").

By contributing to a campaign on BackingBay, you agree to this Policy.

1. Innovator-Defined Policies

- Each Innovator is responsible for defining their own return, refund, and exchange policy at the time of campaign submission.
- Backers are bound by the policy provided by the respective Innovator and must contact them directly for resolution.

2. No Platform-Level Cancellations by Backers

- BackingBay does not allow Backers to cancel contributions through the platform once payment is completed.
- Any cancellation or refund must be requested directly from the Innovator, subject to their stated policy.

3. Platform Fees and Deductions

- Backers are not charged any separate platform fee.
- In the event of a refund, Backers will receive the full contribution amount, with no deductions.

4. Campaign Cancellations by Innovators or BackingBay

- If a campaign is cancelled by the Innovator or by BackingBay before it is completed, any refunds to Backers shall be issued only upon approval by BackingBay's admin, at its sole discretion.
- If any rewards were already fulfilled before the cancellation, no refund will be issued for those contributions.

5. Refund Timeline

- BackingBay does not commit to any fixed refund processing period.
- Approved refunds will be initiated according to internal procedures and processed via the payment gateway provider's timelines.

6. Technical and Payment Errors

- In case of payment failure, double charges, or other technical issues, Backers must approach the payment gateway provider (e.g., Cashfree) directly.
- BackingBay is not liable for resolving gateway-side issues but may assist in communication if needed.

7. Platform Liability Disclaimer

- BackingBay acts solely as an intermediary platform and assumes no responsibility for the Innovator's actions, promises, or failures. All liabilities for campaign delivery and financial obligations rest exclusively with the respective Innovator.

By contributing to a campaign on BackingBay, you acknowledge that you have read, understood, and agree to this Refund, Return & Cancellation Policy.

Download a copy of this Policy: [\[Download PDF\]\(#\)](#)

For questions or support, contact: shoprrway@gmail.com

