

Refund and cancellation policy

MANYFEST LTD allows customers to request refunds for products under reasonable conditions.

We may issue refunds under the following conditions

- Products not received: The products were not delivered to the customer within the scheduled delivery time. In this case, the customer can apply for a refund.
- Repeat payment: The customer made repeated payment to one order. In this case, we can respect the customer's willingness to give a refund. We will refund one of the payments, or multiple payments (The premise is that the order is not delivered.).
- Sometimes we need your assistance to verify payment information. If you refuse it or do not respond to our request within 7 days, your order will be cancelled and refunded immediately. For account orders, if you do not complete verification within 2 days, your order will be cancelled and refunded immediately.
- When your payment amount is less than the order amount, you will have the opportunity to make up the balance. If you refuse it or do not respond within 7 days, your order will be cancelled and refunded immediately.

In the following cases, I am afraid we can not refund to customers:

- Completed delivery: the products have been delivered to the customer as agreed and consistent with the description.
- Unpaid Order: The customer is not allowed to apply for a refund for the unpaid order.
- For any reason other than the reasons listed above in "We may issue refund under the following conditions".