

WLDD PRIVATE LIMITED has an online platform connecting brands and influencers to collaborate with each other, under the brand and style name of “**Solo App**” (“hereinafter referred to as Solo, “we”, “our”, “us” and “Company”).

This cancellation and refund policy (“Policy”) constitutes the terms and conditions concerning the cancellation of the plan opted by the user and subsequent refund (if allowed) on the Platform. This Policy along with the “Terms of Use”, the “Privacy Policy” and any other policies as may be applicable collectively constitute a binding agreement between the user and the Company (collectively referred to as “Agreement”).

Unless otherwise specified, the capitalized terms used in this Policy will bear the same meaning as ascribed to them in the Agreement. In the event of a conflict between this Policy and the Terms of Use or any agreement, concerning the cancellation and refund method(s) provided by the Company, the terms of this Policy shall prevail.

By placing an order on our platform, the brand agrees to abide by our refund policy. We are committed to providing excellent service and support to both brands and influencers, and we will always strive to resolve any issues in a fair and timely manner. WLDD believes in helping its customers as far as possible and has, therefore, a liberal cancellation policy. Under this policy:

Non-Delivery: If the influencer does not complete the order within the specified timeframe, the brand will be entitled to a full refund.

If an Influencer refuses to post your order because it does not adhere to the Influencer’s ad or content policies, all amounts paid in connection with that order will be returned to your account balance.

Once your shoutout order changes from pending to running status, your payment is not refundable.

No refunds will be granted on orders that are completed incorrectly due to Advertiser error (such as forgetting to include your username, spelling usernames incorrectly, forgetting to input the link, etc.)

Canceled Orders: If the brand cancels an order before it has been started by the influencer, a full refund will be provided.

Technical Issues: In the event of technical issues that prevent the influencer from completing the order, a full refund will be provided.

Change of Mind: We do not offer refunds for orders that have been completed and delivered, or for orders that the brand simply changes their mind about. We encourage brands to carefully review the influencer’s profile and previous work before placing an order.

Disputes: In the event of a dispute between the brand and the influencer, we encourage both parties to work together to find a resolution. If a refund is requested, we will review the order details and supporting evidence before making a decision.

We do not provide any refund if the transaction happens outside of the WLDD platform.

Limited Liability: We are not responsible for any losses or damages incurred by the brand as a result of using our platform, including but not limited to lost profits or revenue. Our liability is limited to the cost of the order.

We reserve the right to refuse any refund request that we deem fraudulent or violates our terms and conditions.

If you have any questions about our refund policy, please contact our customer support team for further assistance.

Cancellations will be considered only if the request is made within 24 hours of placing an order. However, the cancellation request will not be entertained if the orders have been communicated to the vendors/merchants/execution/influencers team and they have initiated the process of shipping/working on them.

No cancellations are entertained for those products/services that the WLDD marketing team has obtained on special occasions/events/offers like month-end offers, discount promotions, Diwali, Halloween, Christmas, New year etc. These are limited occasions/events offers/schemes and therefore cancellations are not possible.

Money once paid will not be returned back in any case even if the cancellation is placed within 24 hours. The money can be adjusted against a future order within 90 days.