GradCycle refund policy

Refund Policy

At GradCycle, we strive to ensure that all transactions on our platform result in a positive experience for both buyers and sellers. If you are not entirely satisfied with your purchase, we offer a refund policy to provide you with peace of mind.

How to Get a Refund

To request a refund for an item purchased on GradCycle, please follow these steps:

1. Message the Seller or Contact Us: Attempt to resolve the issue directly with the seller. If unable to reach a resolution, contact GradCycle for assistance.
2. Provide Evidence: Provide substantial evidence to support the claim that the item received is not as promised.
3. Return the Item: Return the item to the seller within three (3) days of receiving it.

Message the Seller or Contact Us

Before initiating a refund request, we recommend that buyers first attempt to resolve any issues directly with the seller. This can often lead to a quicker resolution and avoid the need for a refund.

If you are unable to reach a satisfactory resolution with the seller, or if the seller is unresponsive, you can contact us directly to assist you with the refund process. Our customer support team is here to help and will guide you through the steps to request a refund.

Return the Item

To be eligible for a refund, you must return the item to the seller within three (3) days of receiving it. Please ensure that the item is returned in its original condition, unworn or unused, with all tags and packaging intact. The buyer is responsible for covering the cost of returning the item, unless otherwise agreed upon with the seller.

Refund Process

Once the item has been returned to the seller and its condition has been verified, we will process your refund within 7 working days. Please note that refunds will exclude the transaction fee (including the protection fee) associated with the item. Refund requests must provide substantial evidence to support the claim.