SHEPHARDLINK CANCELLATION & REFUND POLICY

Last Updated: October 12 2026

This Cancellation & Refund Policy explains how cancellations, refunds and service complaints are handled on ShephardLink.

This Policy forms part of the applicable Customer Terms.

Nothing in this Policy removes a consumer right or remedy that cannot lawfully be excluded under Nigerian law.

The FCCPC states that consumers have rights concerning reasonable cancellation of advance bookings and refunds, subject to applicable circumstances and reasonable cancellation charges. (FCCPC)

1. PROVIDER ACCEPTANCES

If you cancel a Request before a Provider has accepted it or before a Transaction is otherwise confirmed:

Any amount paid for the unaccepted Service will ordinarily be refundable, subject to any clearly disclosed non-refundable third-party charge permitted by law.

2. PROVIDER REJECTION

If a Provider rejects your Request or cannot accept the Service:

Any amount paid for the unperformed Service will ordinarily be refunded.

3. CANCELLATION

If a Provider cancels a confirmed Service before work begins, ShephardLink may:

- provide a refund;
- help identify another Provider;
- provide another appropriate remedy.

4. PROVIDER UNAVAILABILITY

If a Provider fails to attend without reasonable explanation, contact ShephardLink promptly.

Depending on the circumstances, ShephardLink may provide:

- a refund;
- partial refund;
- credit;
- assistance finding another Provider;
- other appropriate remedy.

5. CUSTOMER CANCELLATION

A Customer may cancel a Service.

Any cancellation charge must be disclosed before or at the time of booking and must be reasonable and permitted by applicable law.

Where a Provider has already incurred reasonable, disclosed and non-recoverable costs, those costs may be considered where legally permitted.

6. COMPLETED SERVICE

Once a Service has been fully performed in accordance with the agreed scope, a Customer is not automatically entitled to a refund merely because they subsequently change their mind.

This does not remove rights relating to:

- defective performance;
- incomplete Services;
- misrepresentation;
- negligence;
- fraud;
- failure to perform;
- other rights available under applicable law.

7. DEFECTIVE OR UNSATISFACTORY SERVICE

If you believe a Service was defective, incomplete or materially different from what was agreed, report the issue promptly.

Where reasonably possible, provide:

- photographs;
- videos;
- receipts;
- Offer/quotation;
- description of the problem;
- evidence of payment;
- communications with the Provider.

ShephardLink may investigate and may request that the Provider respond.

8. REPAIR OR MODIFICATION

Depending on the nature of the problem, an appropriate remedy may include:

- correction of the Service;
- partial refund;
- full refund;
- replacement Service;
- Platform credit;
- other appropriate remedy.

The remedy will depend on the circumstances and applicable law.

9. MATERIAL CHANGE IN SCOPE

If a Provider requests additional payment because the Service has materially changed:

The Customer should receive an explanation of:

- the additional work;
- the reason;
- the additional cost.

Where practical, the Customer must approve the additional charge before the additional work is performed.

10. DUPLICATE PAYMENT

If you accidentally pay twice for the same Transaction, notify ShephardLink promptly.

Subject to verification, duplicate payments will ordinarily be refunded.

11. UNAUTHORIZED TRANSACTIONS

If you believe a transaction was unauthorized or fraudulent, notify ShephardLink and your payment provider immediately.

We may investigate the transaction and may temporarily restrict relevant accounts.

12. REFUND METHOD

Where possible, refunds will be made through the original payment method.

The timing of the refund may depend on the payment provider or financial institution.

13. REFUND REQUEST PROCESS

To request a refund:

1. Contact ShephardLink through the Platform or hello@shephardlink.com.
2. Provide your transaction details.
3. Explain the reason.
4. Provide supporting evidence where available.
5. Cooperate with reasonable investigation requests.

14. DISPUTED TRANSACTIONS

ShephardLink may temporarily hold or review a disputed transaction where reasonably necessary.

We may request evidence from both parties.

15. PLATFORM FEES

Where a refund is approved, the treatment of the ShephardLink Fee will depend on the reason for cancellation and applicable law.

The checkout page will disclose any material non-refundable fee before payment.

ShephardLink will not use the ShephardLink Fee as a mechanism to unlawfully prevent a consumer from receiving a refund that is legally required.

16. CUSTOMER UNAVAILABILITY

If a Provider arrives at the agreed location and cannot perform the Service because the Customer:

- is unavailable;
- refuses reasonable access;
- provided materially incorrect information; or
- otherwise prevents performance,

any applicable cancellation or call-out charge must be based on terms disclosed to the Customer and applicable law.

17. COMPLAINTS

Customers should report service problems as soon as reasonably possible.

A delay in reporting does not automatically remove a legal right that cannot lawfully be excluded.

18. GOVERNING LAW

This Policy is governed by Nigerian law, subject to mandatory consumer rights and remedies.

19. CONTACT

ShephardLink Innovative Solutions Ltd

Email: hello@shephardlink.com

Website: https://shephardlink.com