

Disputes Resolution Module

Amended on 2nd January 2015

Generally, transactions are smooth at Constructionwale.com. However, there may be some cases where buyers and sellers face issues. At Constructionwale.com, we have a dispute resolution process in order to resolve disputes between buyers and sellers.

1. What is a dispute?

A dispute can be defined as a serious disagreement between a buyer and a seller in connection with a transaction on the website.

2. Reasons for disputes

Disputes are filed as a result of disagreements between buyers and sellers. Disputes can be raised by either party against the other when complaints/issues are not resolved in their favor.

It is important that before buyers raise disputes, the buyer and seller should attempt to resolve the issues between themselves.

Whenever a buyer raises a dispute, the seller's payment for that order is put on hold immediately until a resolution happens.

Following are some indicative examples of potential disputes:

- Wrong item received;
- Item not as described;
- Damaged or seal-broken product;
- Part/accessory missing;
- Item not compatible;
- Seller description/specification wrong;
- Defective (functional issues); and
- Product not working and manufacturer says invalid invoice.

In case a seller rejects the return request of a buyer and the buyer raises a dispute, Constructionwale.com shall try and mediate between the seller and the buyer for resolution of the dispute. If the dispute is resolved in favor of the buyer, then the buyer shall be entitled to a refund/replacement provided the buyer returns the product to the seller. If the dispute is settled in favor of the seller, the buyer shall not be entitled to any refund/replacement.

3. Reporting a Dispute

Whenever there is a disagreement, a seller can write to support@constructionwale.com (seller issues) in order to raise a dispute. A dispute can be raised at a particular transaction level.

4. Disputes via Chargeback

A chargeback (CB) may be issued from the PG/bank in the following situations:

- Item-not-received CB – This is applicable in case a buyer hasn't received the item ordered. A refund will be created in accordance with the dispute policies;

- Unauthorized CB -- This is applicable in case a buyer hasn't done a particular transaction. Refund will be created in accordance with the dispute policies. Sellers expressly agree that issuing correct and complete invoices is the sole and primary responsibility of sellers. Furthermore, sellers shall ensure that invoices state 'Powered by Constructionwale.com' and failing to do so, sellers will be liable for chargebacks (as applicable);
- An item not as described -- This is applicable in case the received item is not as described on the Website. A dispute will be decided in accordance with the dispute policies.