

Refund & Chargeback Policy

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1. Shipping labels

A label refund is requested through the carrier; refund eligibility and timing depend on the carrier's policy. SelleSend processing fees and any add-on fees are non-refundable once the label is generated.

2. Wallet credits

Unused wallet balance is refundable at any time on written request to support@sellesend.com, minus any processing surcharges already absorbed. Funds are returned to the original funding source within 7-10 business days.

3. Subscriptions

Subscription tiers (Pro, Enterprise) are billed monthly and can be cancelled at any time. You retain access through the end of the current billing period. We do not pro-rate refunds for partial-month cancellations.

4. Premium Tools and protection

Per-use premium tool fees (SmartShip, SuperTrak, Fraud Verify, etc.) are non-refundable once the tool has produced a result. Protection plans are governed by the Insurance Policy Terms.

5. Chargebacks

We treat unsolicited chargebacks as a breach of contract. If a chargeback is filed for a label, premium tool or subscription that was delivered or consumed, we may (a) reverse the chargeback with evidence, (b) suspend the account pending resolution, (c) recover the chargeback amount plus a

\$25 processing fee from any wallet balance, future top-ups, or saved funding source.

6. Discrepancy rebills

Carrier billing discrepancies (reweighs, address corrections, residential upcharges, oversize, fuel adjustments) are billed to the merchant per the Master Service Agreement. SelleSend adds a transparent platform reconciliation fee disclosed at the time of rebill.

7. Contact

billing@sellesend.com

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