

CIBERIA REFUND & RETURNS POLICY

Effective Date: 20/06/2026

This Refund & Returns Policy ("Policy") outlines the principles governing refunds, returns, cancellations, and disputes arising from transactions conducted through the CIBERIA platform ("Platform").

CIBERIA operates as a marketplace connecting buyers and sellers and, except where expressly stated, is not a party to transactions between users.

By using CIBERIA, you acknowledge and agree to this Policy.

1. MARKETPLACE ROLE

CIBERIA provides a platform for users to connect and conduct transactions.

Unless otherwise specified:

- CIBERIA does not own or possess listed products;
- CIBERIA does not guarantee the quality, legality, safety, or suitability of products or services;
- Responsibility for fulfilling transactions rests with the seller.

2. SELLER-DEFINED RETURN POLICIES

Sellers may establish their own return policies consistent with applicable law.

Where sellers publish return terms, such terms should clearly state:

- Eligibility requirements;
- Applicable timeframes;
- Conditions for accepting returns;
- Any associated fees or limitations.

Buyers are encouraged to review seller policies before completing transactions.

3. PEER-TO-PEER TRANSACTIONS

For peer-to-peer transactions:

- Refunds are not automatically guaranteed by CIBERIA;

- Buyers and sellers are encouraged to communicate directly to resolve concerns;
- CIBERIA may facilitate dispute resolution but does not guarantee outcomes.

4. BUSINESS SELLER TRANSACTIONS

Verified businesses may establish return procedures in accordance with applicable consumer protection laws.

Businesses are encouraged to:

- Clearly communicate refund terms;
- Respond to concerns promptly;
- Resolve disputes fairly and professionally.

Failure to maintain acceptable standards may impact Business Verification status.

5. CANCELLATIONS

Buyers and sellers may mutually agree to cancel transactions prior to fulfillment.

Where cancellation occurs:

- Parties should communicate clearly regarding expectations;
- Any applicable seller policies should be respected.

Repeated cancellations without reasonable justification may influence Trust Scores.

6. FRAUDULENT ACTIVITY

CIBERIA may investigate transactions involving allegations of fraud.

Examples include:

- Non-delivery after confirmed payment;
- Misrepresentation of products;
- Sale of counterfeit goods;
- Deliberate deception.

Where fraud is substantiated, CIBERIA may take enforcement actions including:

- Account suspension;
- Trust Score adjustments;
- Verification revocation;
- Permanent account termination.

7. DISPUTE RESOLUTION

Users experiencing concerns are encouraged to pursue the following process:

Direct Communication

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Platform Report Submission

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CIBERIA Investigation

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Mediation (where applicable)

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Court Proceedings

Users should attempt good-faith resolution before pursuing legal remedies.

8. FUTURE ESCROW SERVICES

CIBERIA intends to introduce escrow services in future versions of the Platform.

Until officially launched:

- Escrow protections do not apply;
- Users should not assume transactions are covered by escrow safeguards;
- Existing refund arrangements remain governed by seller policies and this Policy.

When escrow services become available, separate terms will apply.

9. BUYER RESPONSIBILITIES

Buyers are encouraged to:

- Review listings carefully;
- Ask relevant questions before purchasing;
- Inspect products where reasonably possible;
- Utilize available safety features;
- Retain records of communications.

Failure to exercise reasonable diligence may affect dispute outcomes.

10. SELLER RESPONSIBILITIES

Sellers should:

- Accurately represent products and services;
- Communicate honestly;
- Fulfill accepted orders in good faith;
- Address concerns professionally;
- Honor published return commitments.

11. TRUST SCORE IMPLICATIONS

Marketplace behavior may influence Trust Scores.

Examples include:

Positive influences:

- Successful transactions;
- Professional dispute resolution.

Negative influences:

- Confirmed fraud;
- Repeated substantiated complaints;
- Persistent failure to fulfill commitments.

Trust Score outcomes remain subject to CIBERIA's Trust Score Policy.

12. LIMITATION OF LIABILITY

To the fullest extent permitted by law:

- CIBERIA is not responsible for losses arising from transactions between users;
- CIBERIA does not guarantee refunds outside circumstances expressly stated by the Platform;
- Participation in transactions occurs at users' own discretion.

Nothing in this Policy excludes rights that cannot lawfully be excluded.

13. POLICY CHANGES

CIBERIA reserves the right to amend this Policy periodically.

Material changes will be communicated through appropriate channels.

Continued use of the Platform following such updates constitutes acceptance of the revised Policy.

14. GOVERNING LAW

This Policy shall be governed by the laws of the Republic of Trinidad and Tobago.

Users remain responsible for complying with laws applicable within their own jurisdictions.

15. CONTACT US

Questions regarding this Policy may be directed to:

CIBERIA Support

Email: iddtfamily@gmail.com

Website: [CIBER](#)

By using CIBERIA, you acknowledge that you have read, understood, and agree to this Refund & Returns Policy.