

cake.com

Refund Policy

1. Purpose

This Refund Policy outlines the procedures and principles that CAKE.com follows regarding refunds and adjustments related to affiliate commissions. Our goal is to ensure transparency and fairness in all transactions, fostering a trusting relationship with our affiliates.

2. Commission Adjustments

- **Refunds:** If a customer requests a refund for a purchase made through an affiliate link, the corresponding commission earned by the affiliate will be adjusted accordingly. The refund amount will be deducted from future commission payouts or reclaimed directly from the affiliate's account, ensuring that affiliates are compensated only for sales that are completed and retained.
- **Chargebacks:** In the event of a chargeback, where a customer disputes a transaction with their payment provider, the affiliate's commission for that particular sale will be reversed. This policy maintains the financial integrity of the affiliate program by ensuring that commissions reflect valid transactions.

3. Reporting and Disputes

Affiliates are required to promptly report any disputes or issues related to their commissions and refunds to CAKE.com. Timely communication is essential for addressing concerns effectively. Upon receiving a report, CAKE.com will provide a written explanation and resolution based on the findings, and will attach proof if necessary to support the resolution process.

4. Transparency

To ensure transparency in the compensation process, CAKE.com will provide written explanations regarding any adjustments related to commissions and refunds. This commitment to clear communication helps build trust and accountability within our affiliate program.

CAKE.com