Guide - Refunds & Dispute Resolution

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Because funds sit in escrow, most problems are resolved simply by not releasing them. This guide explains how refunds and disputes work so you always know your options.

Escrow
Funds stay protected

Fair
Evidence-based review

24/7
Support desk

Step by step

1. If delivery has not happened as agreed, do not confirm or release escrow.
2. Open a dispute from the trade screen and describe the issue.
3. Provide evidence - chat history, receipts and screenshots.
4. Our team reviews and, where a refund is due, returns escrowed funds to the buyer.

Key points

- ✓ Escrow means your funds are recoverable while a dispute is open.
- ✓ Decisions are based on the evidence both sides provide.
- ✓ Keeping records inside TFE makes disputes faster to resolve.

Frequently asked questions

How do I get a refund?
If the other side did not deliver, open a dispute - escrowed funds can be returned to you.

How long does a dispute take?
It depends on the case, but keeping clear records speeds things up.

What cannot be refunded?
Completed trades where you already confirmed receipt and released escrow.

> The safest habit: only release escrow after you have confirmed you received exactly what was agreed.

Need help?

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