


How to submit a cancellation request:

Once an order is placed you must request a cancellation and it must be approved by the administrator.

Here are the steps to submit a cancellation request:

1. Click on the red trash can icon. 
2. A pop-up notification will appear asking for the reason for the cancellation request.
3. Fill in the reason for your request and click send.
4. The order will remain in your list until the cancellation is approved or denied.
5. Admin will receive a notification that you wish to cancel your order.
6. Whenever possible your request will be approved unless work has been started or materials to complete your order have been purchased.
7. Whether approved or declined, you will receive a notification regarding your request via email.