



Mello's Market
Pretoria ,Gauteng
mellosmarket@yahoo.com
Tel: 0752323050

Mellos Market Stall Vendor Return Policy

1. Stall Fee Refunds

The stall fee refers to the payment made by vendors to secure their space at Mello's Market. Our refund policy for stall fees is as follows:

- **Cancellations Made 30 Days or More Before the Event Date:** Vendors who cancel their stall booking **30 days or more** before the event date are eligible for a **full refund** of the stall fee paid. The non-refundable application fee will still apply.
- **Cancellations Made Less Than 7 Days Before the Event Date:** Vendors who cancel their stall booking **less than 7 days** before the event date will **forfeit the full stall fee**. No refunds will be provided for cancellations within this period.
- **Notification 7 Days Before the Event:** Vendors must notify us of cancellations **at least 7 days before the event**. Failure to do so will result in the forfeiture of the stall fee unless there are extenuating circumstances such as incidents or unforeseen death. In such cases, please inform us as soon as possible.

2. Exceptions and Special Circumstances

Mello's Market understands that unforeseen situations may arise. In exceptional cases (e.g., family emergencies or serious illness), vendors can contact us to discuss possible options. Refunds or credits may be issued at the discretion of Mello's Market, but this is not guaranteed.

3. Process for Cancelling a Stall Booking

If a vendor needs to cancel their booking, they must notify Mello's Market via email at **stallmanagermellosmarket@yahoo.com** as soon as possible. Refunds, where



applicable, will be processed within 3-7 business days after the cancellation request is confirmed.

4. Market Cancellation or Rescheduling

In the unlikely event that Mello's Market is cancelled or rescheduled by the organizers, vendors will be notified immediately. If the event is cancelled, vendors will receive a full refund of their stall fees. If the event is rescheduled, vendors may choose to transfer their booking to the new date or request a full refund. The application fee remains non-refundable.

5. Non-Compliance

Failure to adhere to Mello's Market's terms, including non-attendance without prior notice or late cancellations, may affect a vendor's ability to participate in future events.

6. Contact for Refund Inquiries

For any questions related to stall fee refunds or cancellations, please contact Mello's Market at stallmanagemellosmarket@yahoo.com.

7. Agreement

By submitting a vendor application and paying the application fee, vendors acknowledge and agree to the terms outlined in this policy.