WAYFAIR ROAD MAP UPDATES

Cancellation Policy Update

To remain competitive with other retailers and ensure a best-in-class experience for our customers, we are updating our cancellation policy. Effective January 1, 2024, we are implementing a **30-minute instant cancellation window.**

What's changing

30-minute cancellation window

When an order is canceled within 30 minutes of being placed, the result is an "instant" cancellation – in which the customer receives a full refund and there are no cost implications to Wayfair or our partners, as long as an order has not shipped.

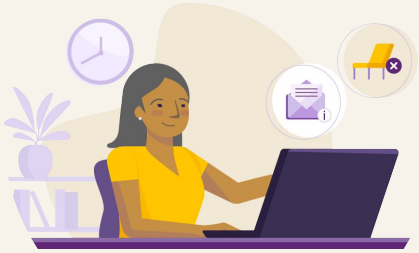
Automatic cancellation conditions

Order cancellation requests *after* the 30-minute window will automatically be accepted if one of the following applies:

1. The order has been back-ordered for more than 72 hours.
2. You do not reply to the request within 24 hours.

Expectations for fulfillment

If you deny a cancellation request, you must provide a fulfillment confirmation (e.g., ASN) within 3 calendar days after the estimated ship date and a transportation scan order within 5 days after the estimated ship date.



Learn More About Our Cancellations Integrations

You can now manage your cancellations via your integrations – meaning you will no longer need to access Partner Home to manage your cancellations. This capability will improve visibility into your canceled orders while reducing the number of credit disputes you receive. Suppliers will otherwise be notified of cancellations **via Partner Home and email**.

To take advantage of the integrated cancellations benefits, enter an **EDI/API Integration ticket** on Partner Home.

Benefits of Our Order Management Integrations

1. Improved customer conversion and retention through faster fulfillment.
2. Increased efficiency by automating operational processes and real-time fulfillment.
3. Adaptability and agility to new technology.

For more information on integrations, view our guide here!

NEED A HAND?

Reach out to your relationship manager with any questions.

wayfair PARTNER