

I can't fulfill/deliver an order. How do I refund a customer?

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There are many reasons why you may be unable or unwilling to fulfill an order. Whether it be a physical item that requires shipping or a Custom Vid, sometimes life gets in the way or an order includes something you are uncomfortable with.

Whatever the reason, get in touch with MV Support through help@manyvids.com to request the order cancellation. Make sure when you send your request to include the Member's username and the item name along with any other details you think are relevant that can help us locate the order (purchase date, etc.).

We'll get back to you once everything is confirmed and we'll also reach out to the Member on your behalf to let them know about the adjustment.

