

# X-TICKETZ

MOBILE DIGITAL TICKETING SYSTEM



## User Refund Policy

Xticketz websites and domains, including (<http://www.xticketz.com>), and all of the webpages, subdomains, country level domain variants and subparts of those websites, all of the services available on or through the Site or otherwise provided by us, and all of our free mobile applications (collectively, our “Platform”), are offered, maintained and provided by Xticketz. We refer to all of these as our “Services.”

### 1. Refund Policies and Administration.

#### 1.1 Minimum Requirements

**Event Cancellation:** Tickets cannot be exchanged or refunded after purchase unless the Event is cancelled.

1. If an Event is rescheduled, the affected Ticket Holders will be offered Tickets to any rescheduled Event up to the face value of the Tickets (where the price for the rescheduled Event is equal).
2. If the Ticket Holder is unable to attend the event because of the event rescheduling the Ticket Holder will be eligible for a full refund.
3. If the Event is not rescheduled a refund of the face value of the Ticket shall be given to the Ticket Holder.

**Last Week Refund:** Ticket Holder is entitled to a refund one week before the event date, Ticket Holder forfeits all rights to a refund after that one week.

**Fraud:** In the event that the ticket was bought under a fraudulent transaction, or by using a stolen credit/debit card, the owner of that credit/debit card shall be entitled to a refund if he/she can demonstrate that he/ she had been defrauded.

**Improper Charges:** If it can be shown that the ticket holder was improperly charged somehow, he/she may be entitled to a refund of that charge.

### **1.2 Refund Process.**

In order to initiate a refund request, covered by the above, the user should contact XTicketz directly, sending a request to. ([refund@xticketz.com](mailto:refund@xticketz.com)). XTicketz will review the circumstances and determine whether or not a refund is due in accordance with the applicable User Refund Policy and the minimum requirements set forth above.

XTicketz will endeavour to complete its review within thirty (5-7) days of being contacted by User. All determinations of XTicketz with respect to these User Refund Policy, including without limitation the orders to be refunded and the size of any refund, shall be final and binding on both Event and Ticket Holder.

## **2. General.**

### **2.1 No Insurance/No Guarantee.**

These User Refund Policy are not intended to be and do not constitute an offer to insure the performance of or to guarantee the performance of any Promoter and are not a guarantee that refunds will be issued in any given situation.