

# CHRIS RICCI PRESENTS TERMS OF PURCHASE

## Refund Policy

All sales are final. There are no refunds, no cancellations, no credits, no exchanges, and no transfers after the order has been made. Unforeseen circumstances beyond Chris Ricci Presents control will not be grounds for a refund, including but not limited to the following: local or national weather conditions and natural disasters, waiting in lines, family and medical emergencies.

Promoters, Venue owners, Security and Event Staff have the right to refuse entry to any ticket holder, without a refund, for any reason at their discretion, including but not limited to: disorderly behavior, intoxication, venue capacity, breach of security restrictions. Ticket holder is aware that the Venue and Talent are subject to change. Ticket holder is aware that amenities promised by promoters are not guaranteed by Chris Ricci Presents and are not grounds for a refund, including but not limited to: VIP amenities, drink specials, gifts, express entry, special areas, celebrity guests.

## Canceled Events

If the event is canceled you will receive a refund for the face value of the ticket; service, shipping, and other fees are non-refundable under any circumstances. If the service fee is not listed, it may be embedded into the price of the ticket. To inquire about the amount of an embedded service fee, please contact customer support by emailing [chris@chrisriccipresents.com](mailto:chris@chrisriccipresents.com) to Customer Support. Tickets purchased using the PayPal checkout are refunded by the event producer through PayPal. Tickets purchased at a retail outlet must be refunded at the retail outlet.

## Postponed Events

If the event is postponed, you are eligible for a refund for the face value of the ticket, however you must submit an e-mail inquiry within five days of the originally scheduled event requesting a refund, and mail any hard tickets back to Chris Ricci Presents if the event used the PayPal checkout. The tickets must be received five days before the newly scheduled event in order to receive a refund; failure to do so will waive your right to a refund. Tickets purchased at a retail outlet must be refunded at the retail outlet.

## Customer Inquiries

All customer support is handled by the Chris Ricci Presents via email. Please email [chris@chrisriccipresents.com](mailto:chris@chrisriccipresents.com) for any inquiries and a customer service agent will get back to you.

## Will Call

Will call tickets must be picked up at the venue unless otherwise noted. Tickets left at will call will not be refunded.

Will call start and end times are subject to change and are not grounds for a refund. You must present the original credit card used to purchase the ticket, a valid state issued picture ID, and your "e-ticket" receipt. If you are unable to pick up your order because you do not have the aforementioned items in your possession at the time and place of pickup, you will not receive a refund for this purchase.

## Shipping

The shipping fee is nonrefundable. Tickets cannot be shipped to PO Box Addresses. Delivery requires a signature.

Allow up to 5 business days for delivery. Tickets will be delivered to the billing address of the credit card. If you enter an undeliverable address or if the tickets are returned unclaimed you will not receive a refund.

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