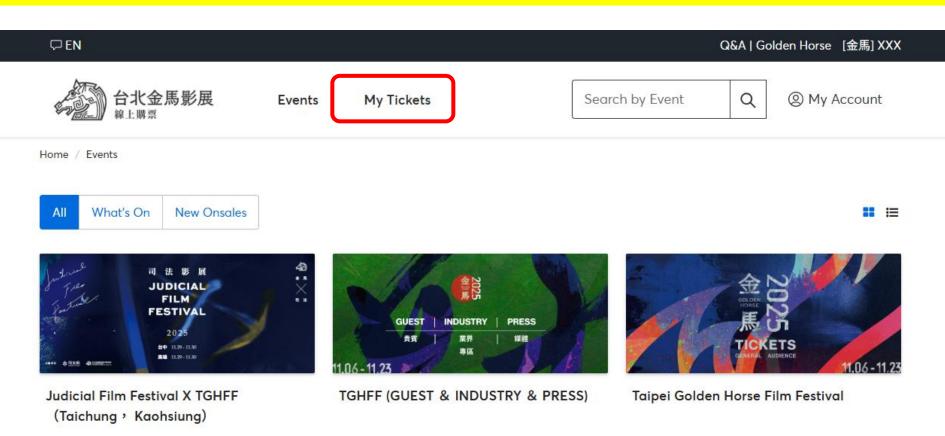
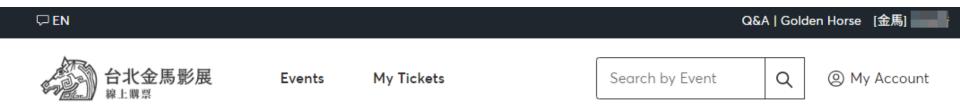
1: Sign in and click "My Tickets"



NOTE:

- 1. Please read and agree to all the terms and conditions before placing the order. Purchasing or refunding is treated as fully agreeing to all the rules.
- 2. Please avoid logging in the same account with multiple windows or devices.
- Printed Tickets: Please present the tickets at the festival ticket booth for the refund process.

2-1: To request a refund, Click "Online Refund Application/Progress Inquiry"



Home / My Tickets

MY TICKETS

My Tickets only displays tickets purchased by this account. To view tickets that were transferred to you, please go to [My Transfers] \rightarrow [Received]. Ticket transfer allows you to transfer some or all of your tickets from your Ticketmaster account to another.

Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.

Order No.	Order Time	Purchase Information	Order Status	
		Credit CardMobile TicketView Mobile Ticket	Ticket collection completed Transfer 7	
		Online Refund Application/Progress Inquiry	View Details ✓	

2-2: Transferred tickets will no longer be accessible in your account.

1. Mobile Ticket transfers are ineligible for online refunds. To qualify for an online refund, either cancel the transfer or have the recipient transfer the tickets back to the original purchaser within the refund deadline. Refunds are processed minus a handling fee and credited to the original credit card used for the purchase.

2. You can check the "Purchasing Procedure" for the process of "Return Transfer".

My Tickets only displays tickets purchased by this account. To view tickets that were transferred to you, please go to [My Transfers] → [Received]. Ticket transfer allows you to transfer some or all of your tickets from your Ticketmaster account to another.

Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.

Order No.	Order Time	Purchase Information		Order Status
		Credit Card Mobile Ticket All the tickets for this order have been	Ticket collection completed Hide Details ^	
	Item	Section	Seat Info	Ticket Info
		不分區	0.000	Early Bird /
		不分區	0.000	Early Bird /
			Ticket Qty.	2 ticket(s)
			Total (NTD)	

- 3-1: 1. Select the tickets that you wish to refund
 - 2. Enter your mobile phone number
 - 3.Read and agree to the **refund notice** then click "**Submit**"



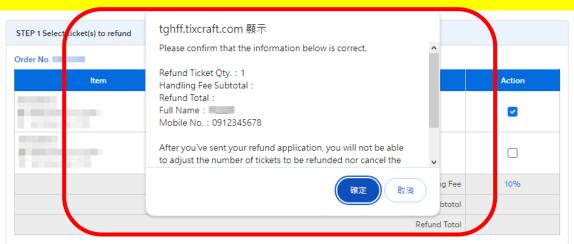
When applying for an online refund, the handling fee will be invoiced electronically and a text message will be sent to the mobile phone number you provided. Please ensure that the phone number is correct.

STEP 3 Before submitting your refund application, you must read and agree to the refund notice.

- After submitting the online refund, the ticket(s) will be marked as 'Reviewing Refund'. It will take about 5 working days to be processed, after being
 approved, the refund process will be regarded as complete.
- 2. After the refund review is completed, the ticket's status will change to 'Refund Personal refund' or 'Refund Organizer refund'. Please go to 'My Tickets' to confirm your ticket status. If your order status did not change, please get in touch with our customer service team by clicking on 'Contact Us' in the footer to confirm your refund status.
- 3. For orders with convenience store ticket collection, please do not collect your ticket(s) during the 'Reviewing Refund' period. By collecting your tickets during this period it will be deemed that you forgo the refund application and your refund will fail without prior notice.
- 4. If there are multiple sets of tickets in your order, all the tickets in the order must be refunded at the same time. If you only want to apply for a single set of ticket refunds, please submit your refund application via mail.
- 5. After you've submitted your refund application, you will not be able to adjust the information nor cancel the refund application. Please make sure that the refund information is correct before submitting it to us.
- 3 🛂 I agree to the above refund notice, and that tixCraft Ticketing will process the e-invoice and 'Sales Returns and Allowances' to speed up the refund process.



3-2: Check the refund information then click "Submit(確定)"



Once the application is submitted, it cannot be modified.

Full Name: Mobile No.: 0912345678
STEP 3 Before submitting your refund application, you must read and agree to the refund notice.
1. After submitting the online refund, the ticket(s) will be marked as 'Reviewing Refund'. It will take about 5 working days to be processed, after being approved, the refund process will be regarded as complete.
 After the refund review is completed, the ticket's status will change to 'Refund - Personal refund' or 'Refund - Organizer refund'. Please go to 'My Tickets' to confirm your ticket status. If your order status did not change, please get in touch with our customer service team by clicking on 'Contact Us' in the footer to confirm your refund status.
For orders with convenience store ticket collection, please do not collect your ticket(s) during the 'Reviewing Refund' period. By collecting your tickets during this period it will be deemed that you forgo the refund application and your refund will fail without prior notice.
4. If there are multiple sets of tickets in your order, all the tickets in the order must be refunded at the same time. If you only want to apply for a single set of ticket refunds, please submit your refund application via mail.
5. After you've submitted your refund application, you will not be able to adjust the information nor cancel the refund application. Please make sure that the refund information is correct before submitting it to us.
☑ I agree to the above refund notice, and that tixCraft Ticketing will process the e-invoice and 'Sales Returns and Allowances' to speed up the refund process.

4-1: Check refund status at "My Tickets" → "Online Refund Application/Progress **Inquiry**"



Events

My Tickets

Search by Event

Q Mv Account

Home / My Tickets / Online Refund Application

STEP 1 Select ticket(s) to refund

Order No.

If you choose **printed tickets**. Do not print out your tickets after applying for a refund. If you print them during

ONLINE REFUND APPLICATION the Reviewing Refund period, your online refund request

will be forfeited. Please present the printed tickets at the

festival ticket booth for the refund process.

X All tickets in the same order will be printed at once; partial pickup is not available.

ltem	Section	Seat Info	Ticket Info	Action
	不分區		Early Bird /	Reviewing Refund
	不分區		Early Bird /	

4-2: Refunded (about 2-3 working days)

Home / My Tickets / Online Refund Application

ONLINE REFUND APPLICATION

STEP 1 Select ticket(s) to refund				
Order No.				
Item	Section	Seat Info	Ticket Info	Action
	不分區	Bank State	Early Bird /	
	不分區	0	Early Bird /	Refunded

4-3: When "Online Refund Application/ Progress Inquiry" closed. Click "View Details" to check the ticket status.



Events

My Tickets

Search by Event

Q My Account

Home / My Tickets

MY TICKETS

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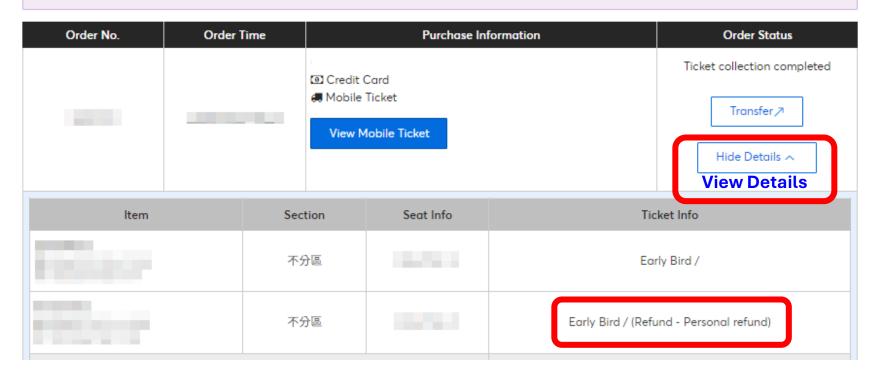
Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.

Order No.	Order Time	Purchase Information	Order Status	
		☑ Credit Card	Ticket collection completed	
		Mobile Ticket	Transfer 7	
		View Mobile Ticket		
		"Online Refund Application/Progress	View Details ∨	
		Inquiry" button closed		

5: Refunded, check status in "My Tickets" ticket status shows Refund – Personal refund

My Tickets only displays tickets purchased by this account. To view tickets that were transferred to you, please go to [My Transfers] → [Received]. Ticket transfer allows you to transfer some or all of your tickets from your Ticketmaster account to another.

Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.



- 1. Refund will be credited back to the original credit card or JKOpay account used for the purchase, minus a handling fee. Allow up to 20 working days for processing (after your application) + additional time based on your bank's processing speed.
- 2. The handling fee will be invoiced electronically and a text message will be sent to the mobile phone number you provided. Please ensure that the phone number is correct.