

# 1: Sign in and click “My Tickets”

EN Q&A | Golden Horse [金馬] XXX

台北金馬影展  
線上購票

Events **My Tickets**

Search by Event   My Account

Home / Events

All What's On New Onsales

Judicial Film Festival X TGHFF  
(Taichung, Kaohsiung)

TGHFF (GUEST & INDUSTRY & PRESS)

Taipei Golden Horse Film Festival


## 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.
3. **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”

EN

Q&A | Golden Horse [金馬]

台北金馬影展  
線上購票

Events

My Tickets

Search by Event

Q

My Account

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] → [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   |
|-----------|------------|---|--|
|           |            | <div><div>Credit Card</div><div>Mobile Ticket</div><div>View Mobile Ticket</div><div>Online Refund Application/Progress Inquiry</div></div> | <div>Ticket collection completed</div> <div>Transfer ↗</div> <div>View Details ▾</div> |

# 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

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   |
|-------------|------------|---|--|
|             |            | <div><div>Credit Card</div><div>Mobile Ticket</div><div>All the tickets for this order have been transferred.</div></div> | <div>Ticket collection completed</div> <div>Hide Details ^</div> |
| Item        | Section    | Seat Info   | Ticket Info  |
|             | 不分區        |   | Early Bird /   |
|             | 不分區        |   | 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”**

Order No. [REDACTED]

| Item                  | Section | Seat Info  | Ticket Info  | Action                              |
|-----------------------|---------|------------|--------------|-------------------------------------|
| [REDACTED]            | 不分區     | [REDACTED] | Early Bird / | <input checked="" type="checkbox"/> |
| [REDACTED]            | 不分區     | [REDACTED] | Early Bird / | <input type="checkbox"/>            |
| Handling Fee          |         |            |              | 10%                                 |
| Handling Fee Subtotal |         |            |              |                                     |
| Refund Total          |         |            |              |                                     |

STEP 2 Confirm your personal information

Full Name: [REDACTED]

2 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.

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.

4 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.

## 3-2 : Check the refund information then click “Submit(確定)”

STEP 1 Select ticket(s) to refund

tghff.tixcraft.com 顯示

Please confirm that the information below is correct.

Refund Ticket Qty. : 1  
Handling Fee Subtotal :  
Refund Total :  
Full Name :  
Mobile No. : 0912345678

After you've sent your refund application, you will not be able to adjust the number of tickets to be refunded nor cancel the

確定 取消

| Item         | Action                              |
|--------------|-------------------------------------|
|              | <input checked="" type="checkbox"/> |
|              | <input type="checkbox"/>            |
| Handling Fee | 10%                                 |
| Subtotal     |                                     |
| Refund Total |                                     |

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.
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.

☒ 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.

Submit

# 4-1: Check refund status at “My Tickets” → “Online Refund Application/Progress Inquiry”



台北金馬影展  
線上購票

Events

My Tickets

Search by Event

Q

@ My Account

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                   |
|-------------|---------|-------------|--------------|--------------------------|
| <div></div> | 不分區     | <div></div> | Early Bird / | Reviewing Refund         |
| <div></div> | 不分區     | <div></div> | Early Bird / | <input type="checkbox"/> |

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

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

# 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                   |
|--|---------|-------------|--------------|--------------------------|
| <div><div></div><div></div><div></div></div> | 不分區     | <div></div> | Early Bird / | <input type="checkbox"/> |
| <div><div></div><div></div><div></div></div> | 不分區     | <div></div> | Early Bird / | <div>Refunded</div>      |

# 4-3: When “Online Refund Application/Progress Inquiry” closed.

## Click “View Details” to check the ticket status.



台北金馬影展  
線上購票

Events

My Tickets

Search by Event



My Account

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] → [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   |
|-----------|------------|---|--|
|           |            | <div>Credit Card</div> <div>Mobile Ticket</div> <div>View Mobile Ticket</div> | <div>Ticket collection completed</div> <div>Transfer ↗</div> <div>View Details ▾</div> |

“Online Refund Application/Progress 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.

| Order No. | Order Time | Purchase Information   | Order Status   |
|-----------|------------|--|--|
|           |            | <div><div>Credit Card</div><div>Mobile Ticket</div><div>View Mobile Ticket</div></div> | <div>Ticket collection completed</div> <div>Transfer</div> <div>Hide Details ^</div> <div>View Details</div> |
| Item      | Section    | Seat Info  | Ticket Info  |
|           | 不分區        |  | Early Bird /   |
|           | 不分區        |  | Early Bird / (Refund - Personal refund)  |

- 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.