

## **Refund, Cancellation, and Delivery Policy**

This Refund, Cancellation, and Delivery Policy governs all event registrations, ticket purchases, and services provided through EventXpress Zambia (“the Platform”, “we”, “our”, or “us”). By purchasing a ticket or registering for an event through our platform, you agree to the terms outlined below.

### **1. General Policy Statement**

EventXpress Zambia operates as an online event registration and ticketing platform. All events listed on the platform are organized and managed by independent event organizers. EventXpress Zambia is not the owner or host of events unless explicitly stated.

Refunds, cancellations, and delivery conditions are primarily determined by the event organizer, subject to this policy.

### **2. Refund Policy**

#### **2.1 Standard Refund Rule**

All ticket purchases and event registrations are final and non-refundable, except where explicitly stated otherwise by the event organizer or under the conditions listed below.

#### **2.2 Eligible Refund Scenarios**

Refunds may be issued under the following circumstances:

##### **a) Event Cancellation by Organizer**

If an event is cancelled entirely by the event organizer:

- Ticket holders may be eligible for a full or partial refund, credit, or transfer, depending on the organizer’s policy.
- Refund timelines and methods are determined by the organizer and payment provider.

##### **b) Event Postponement or Rescheduling**

If an event is postponed or rescheduled:

- Tickets will automatically remain valid for the new date.
- Refunds, if offered, will be subject to the organizer’s discretion.

### **c) Duplicate or Incorrect Charges**

If a customer is charged more than once for the same transaction or an incorrect amount:

- A refund will be processed after verification.
- Proof of transaction may be required.

### **2.3 Non-Refundable Circumstances**

Refunds will not be issued in the following cases:

- Change of mind or inability to attend the event
- Failure to attend the event
- Late arrival or partial attendance
- Personal emergencies or travel issues
- Incorrect information provided during checkout

### **2.4 Refund Request Process**

All refund requests must:

- Be submitted in writing via email
- Include proof of purchase (order number or receipt)
- Be submitted within 7 days of event cancellation or notification

Refund processing may take 7–14 business days, depending on the payment gateway or bank.

## **3. Cancellation Policy**

### **3.1 Attendee-Initiated Cancellations**

- Attendees may cancel their participation at any time.
- However, cancellations initiated by attendees are not eligible for refunds, unless explicitly stated by the event organizer.

### **3.2 Organizer-Initiated Cancellations**

Event organizers reserve the right to cancel, modify, or reschedule events due to:

- Low attendance
- Force majeure (natural disasters, government restrictions, strikes, pandemics)
- Technical or operational challenges
- Health, safety, or security concerns

EventXpress Zambia is not liable for losses incurred due to event cancellations or changes made by organizers.

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## 4. Ticket Delivery Policy

### 4.1 Delivery Method

- All tickets are delivered electronically via email and Whatsapp.
- Tickets may include QR codes, barcodes, or unique ticket IDs for verification.

### 4.2 Delivery Timeline

- Tickets are typically delivered immediately after successful payment.
- In some cases, delivery may take up to 24 hours.

### 4.3 Failed or Delayed Delivery

If a ticket is not received:

- Customers should check spam or junk folders.
- If still not received, contact support within 48 hours of purchase.

**EventXpress Zambia is not responsible for delivery failures caused by:**

- Incorrect email addresses
- Email server restrictions
- Spam filtering by email providers

### 4.4 Ticket Responsibility

- Customers are responsible for safeguarding their tickets.
- Tickets must not be duplicated, altered, or shared unlawfully.
- Entry may be denied for invalid or duplicated tickets.

## 5. Transfer & Resale Policy

- Ticket transfers or resale are subject to the event organizer's policy.
- Unauthorized resale or misuse of tickets may result in cancellation without refund.
- EventXpress Zambia reserves the right to invalidate tickets suspected of fraud.

## 6. Chargebacks & Fraud Prevention

- Unauthorized chargebacks may result in account suspension.
- Fraudulent transactions will be investigated and reported to relevant authorities.
- EventXpress Zambia reserves the right to withhold services pending investigation.

## 7. Limitation of Liability

EventXpress Zambia shall not be held liable for:

- Event cancellations or changes made by organizers
- Losses incurred due to event postponement
- Travel, accommodation, or personal expenses
- Damages arising from misuse of tickets
- Our role is limited to facilitating ticket sales and event registrations.

## 8. Contact Information

For refund requests, ticket issues, or support inquiries:

**Email:** [info@eventxpresszambia.com](mailto:info@eventxpresszambia.com)

**Phone:** +260964234585

**Office Hours:** Monday – Friday, 09:00 – 17:00 (CAT)

## 9. Policy Updates

EventXpress Zambia reserves the right to modify this policy at any time.

Updates will be effective immediately upon publication on the platform.

Continued use of the platform constitutes acceptance of the revised policy.