

## Ticket Refund Policy

- I. Full refunds requested from DragSwag are only valid on unused tickets 48 hours prior to the show date and show time printed for events that are in good standing and have not been canceled, after such time has passed all refunds, warranties, expressed or implied are void. Certain ticket types may be non-refundable. All non-refundable tickets will denote this on the ticket itself and on the ticket page that is visible before purchase.
  - For incidental refunds DragSwag will issue full refunds excluding PayPal fees as per PayPal policy.
- II. Refunds will not be issued for tickets where the ticket holder does not meet age requirements for age-restricted events.
  - This applies to all events that require patrons to be of a minimum age to participate.
  - Age-restricted events must notify customers on the DragSwag ticket page for this section to be enforced.
- III. Refunds will not be issued if you are turned away due to dress code when applicable.
  - This applies to all events that require patrons to wear specific attire to participate.
  - Show administrators must notify customers on the DragSwag ticket page that a dress code will be enforced and explain requirements or direct customers where to find the necessary information for this section to be enforced.
- IV. It is the ticket holder's responsibility to insure all requirements are met for entry.
  - Ticket holders must follow all guidelines and rules of the event.
- V. Ticket void and refund forfeit if a ticket is copied or barcode is tampered with.
  - It is the responsibility of the ticket holder to insure the integrity of their ticket.

- Tickets that have been copied resulting in multiple circulating versions are no longer original tickets issued by DragSwag and will not be honored for entry or refund.
- Tickets that are altered; are fraudulent and will not be honored or refunded. All tickets are valid for one person only.

VI. In the case of event cancelation DragSwag will not issue full refunds, PayPal fees are withheld as per PayPal policy, and refunds issued until a show administrator's account is drained of funds. DragSwag will no longer issue refunds after this point. It is the responsibility of the show administrator to issue additional refunds or make good this ticket for replacement event.

- Due to PayPal's current policy DragSwag will not refund Paypal fees for purchases when an event is canceled except where the administrator has made arrangements for us to do so.
- DragSwag will only issue refunds for canceled events up to the account balance for each event's administrator's account.
- If withdrawals have been made there will not be sufficient funds to refund all issued tickets.
- DragSwag will attempt to recover funds on behalf of the customer. If we are unsuccessful the administrator will lose access to DragSwag's ticket system.
- DragSwag fees are always refunded.

It is DragSwag's policy to insure everyone is treated fairly and that we are honest with all customers. DragSwag Tickets is a third party service that is limited by the first party and their actions. We work to insure that everyone is safe when using this system and we will strive to insure our integrity, honesty, and fairness. If you have questions or concerns contact DragSwag at [policy@dragswag.co](mailto:policy@dragswag.co) and we will help you in any way possible.