

Refund Policy

Last Updated September 30, 2017.

xTickets believes that it should be very clear as to how we manage and protect your personal information. If you have any questions or concerns, please contact us at info@xtickets.io.

Note that we might need to change this Refund Policy time to time to reflect changes in our business or operations and will denote changes using the 'Last Updated' field.

xTickets does not have a general refund policy. Whether an order is refundable is set by the organizer of the event. If you would like to request a refund for your order, you will have to send an initial refund request to refunds@xtickets.io with the name of the event and the reason for the refund request.

After our team reviews the event organizer's refund policy we will reach out to you with their refund policy and if you qualify. If they are willing to refund you, we will ask you for further details and process your request. When a refund is issued, the money will appear back on your credit card within 5 - 8 business days.

If you do not hear back from the event organizer regarding your refund request within 3 business days, please contact us directly at info@xtickets.io and we will attempt to help resolve the issue.