



TicketGenius Refund Policy

Effective Date: 6/29/2023

1. Introduction

This document, also known as the Refund Policy ("Policy"), sets out the terms, conditions, and guidelines about refunds, cancellations, and termination of services for TicketGenius. By purchasing a subscription to our services, you expressly agree to and accept the terms defined in this policy. Please ensure that you read, understand, and agree to these terms before proceeding with any of our services.

2. Overview

TicketGenius provides its customers with premium services through our WebApp and Discord membership. Although we are committed to your satisfaction, we maintain a strict no-refund policy. Once you purchase a subscription, you acknowledge and agree that all sales are final and refunds are not provided under any circumstances.

3. No Refunds

At TicketGenius, all sales are final. Refunds will not be provided under any circumstances, which includes but is not limited to the following:

- Dissatisfaction with our services or products;
- Unforeseen changes in personal or financial circumstances;
- Disruptions in our services due to reasons beyond our control;
- Modifications to our services or products;
- Termination of your subscription due to a violation of our policy.

We offer our services "as-is" and without warranties of any kind, either express or implied. We do not promise or guarantee any specific outcomes from the use of our services.

4. Monthly Subscriptions

TicketGenius operates on a monthly subscription model. Upon subscribing to our services, you agree to a monthly billing cycle. This subscription automatically renews at the end of every billing cycle until you cancel it.

If you fail to cancel your subscription before the next billing cycle begins, you will be charged for the next month, and no refunds will be issued for these charges. You are solely responsible for keeping track of your subscription status and billing cycles.

5. Cancellation of Subscription

Subscriptions can be canceled via Whop at <https://whop.com/orders/products/>. Once you cancel your subscription, the cancellation takes effect immediately, preventing any future charges. However, no refunds will be issued for the remaining unused days of the current billing cycle.

It is your sole responsibility to cancel your subscription before the next billing date to avoid subsequent charges. Any charges made prior to cancellation are not eligible for a refund.

6. Termination of Services

TicketGenius reserves the right, at its sole discretion, to terminate or suspend your access to our services at any time, without prior notice or reason. This may include, but is not limited to:

- Violations of our Terms of Service;
- Fraudulent, deceptive, or illegal activities;
- Non-payment of any fees due to our services;
- Any conduct that we consider to be harmful to our community, operations, or reputation.

On termination, all rights and privileges granted to you will cease immediately, and you will no longer have access to our services. Any payment obligations that may have accrued before termination will still be your responsibility.

7. Chargebacks and Disputes

In the event of a dispute, we encourage you to contact our customer support team before initiating a chargeback or dispute with your bank or card issuer. We believe that most issues can be resolved without the need for third-party intervention.

Any chargebacks initiated without prior communication with our customer support team will be contested. If we incur any fees, costs, or damages as a result of such chargebacks, you will be responsible for these charges. This could also lead to the suspension of your TicketGenius account until the dispute is resolved.

8. Modifications to our Refund Policy

TicketGenius reserves the right to modify or replace this Refund Policy at any time. If a revision is substantial, we will endeavor to provide at least 30 days' notice prior to the new terms taking effect.

By continuing to use our services after such revisions become effective, you agree to abide by the revised terms. If you disagree with the new terms, you should stop using our services and cancel your subscription.

9. Contact Us

For any questions, concerns, or comments about this Refund Policy, please get in touch with us at team@ticketgenius.co.

Website: <https://ticketgenius.co>

Dashboard: <https://dash.ticketgenius.co>