

Our Policies

Being the reputed live concerts' ticket service provider, www.ticketflare.com also holds the responsibility to protect the rights of every customer willing to form an association with us. At the same time, we have to maintain the cleanliness of the website, so that it becomes a trustworthy destination for every customer. Keeping our responsibility in mind, we have framed our refund policy to respect the relationship shared with our customers.

In case of Cancellations of the show:

We follow a reliable refund policy to let our customers feel privileged with us. We are always there to reimburse the amount equivalent to the cost of a ticket returned by our customers. We do so by reversing the flow of amount back to the customer's account in his or her bank. We offer to refund the exact amount, which was charged on the purchase of a ticket, to the customer, without any delay.

Payment Methods

Ticket Flare accepts Visa, MasterCard, American Express, select Debit Cards and Net Banking.

Who You Are Buying From

Ticketflare acts as the agent to those who are promoting the events for which you purchase tickets ("Event Organizer") and for movie halls (Cinemas). When you purchase a ticket for an event/movie, TicketFlare will be handling the transaction and collecting payment for the organizer/Cinema

Pricing and Availability

TicketFlare sells tickets on behalf of Event organizers/Cinemas and does not control the inventory or its availability.

Convenience Charges and Order Processing Fees

Tickets purchased on TicketFlare are subject to a per ticket convenience charge and a non-refundable per order processing fee.

Amount of Tickets per Customer or "Ticket Limits"

When purchasing tickets on TicketFlare you are limited to a specified number of tickets for each event.

Order Confirmation

If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm the same from your booking history or with the Customer Service Department whether or not your order has been placed. Only you may be aware of any problems that may occur during the purchase process. TicketFlare will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation.

Refunds and Exchanges

before purchasing tickets, carefully review your booking details. TicketFlare prohibits exchanges or refunds after a ticket has been purchased or for lost, stolen, damaged or destroyed tickets.

Billing Information Verification

Some Orders will be processed only after a billing address, and other billing information, has been verified. Occasionally, we receive incorrect billing or credit card account information for a ticket order that can delay

processing and delivery. In these cases, TicketFlare customer service will attempt to contact you, using the information provided at the time of purchase. If TicketFlare is unable to reach you after its initial attempt, TicketFlare may cancel your order and may sell your tickets to another customer.

Delivery

TicketFlare offers multiple delivery options. The options may vary from for different events. Currently the following delivery options are available.

Important

- In all the cases you will need to produce the credit card used to purchase the tickets for picking up the tickets at the venue. In case the credit card user is not picking up the tickets, an authorization with the photocopy of this credit signed by the credit card holder need to be produced at the time of picking up the tickets. Please note that signature on the card must match the signature used for authorization. Physical Tickets will be delivered to your address confirmed on the website.

Pricing and Other Errors

If the amount you pay for a ticket is incorrect regardless of whether because of an error in a price posted on this web site or otherwise communicated to you, or you are able to order a ticket before its scheduled on-sale or presale date or you are able to order a ticket that was not supposed to have been released for sale, then: TicketFlare will have the right to cancel that ticket (or the order for that ticket) and refund to you the amount that you paid. This will apply regardless of whether because of human error or a transactional malfunction of this web site.

Cancelled/Postponed Events

Occasionally, events are cancelled or postponed by the promoter. Should this occur, we will attempt to contact you and refund the amount as per the policy of the organizer.

Customer Care

If you need help regarding your order or any other issue, the best in the company is available. We guarantee a response time of one working day and you can reach our customer service department at helpdesk@TicketFlare.com