

General Notice

If the event was postponed, moved or rescheduled, the concert organiser and/or venue may set refund limitations. Additionally, the concert organiser have the rights to alter or vary the program due to situations and circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets. It is the ticket holder's responsibility to comply with the latest refund date and other instructions as defined by the concert organisers. In this sense QTIC SOLUTIONS has no liability whatsoever for such transactions. In order to make refund for the cancellations or postponement, the concert organisers will make the necessary arrangements and notify the ticket purchaser accordingly.

REFUND POLICY

Thank you for purchasing tickets on QTIC. We understand that circumstances may arise which prevent you from amending the concert, and we strive to provide a fair and transparent refund policy. Please read the following information carefully to understand our refund process.

1. General Refund Guidelines

- a. All refund requests must be made by the original ticket purchaser.
- b. Refunds will only be issued for tickets purchased through our official ticketing channel.
- c. Refunds will be processed in the original form of payment.
- d. Refunds will be issued according to the terms and conditions outlined below.

2. Cancellation

- a. In the event of cancellation, you will be entitled to a refund. Processing fees, convenience fees, or any additional charges related to the ticket purchase are non-refundable.
- b. Merchandise or other items purchased in conjunction with the tickets are non-refundable unless otherwise specified.
- c. We will make every effort to notify you of the cancellation via the contact information provided during the ticket purchase process.
- d. Refunds for cancellation will be automatically processed within a reasonable timeframe.

3. Postponement or Rescheduling

- a. In the event of postponement or rescheduling of the concert, your tickets will remain valid for the new date.
- b. If you are unable to amend the rescheduled date, you may be eligible for a refund.
- c. Refund eligibility for postponement or rescheduling of the concert will be determined on a case-by-case basis, taking into consideration the terms provided by the concert organizer or venue.

4. Refunds Due to Personal Reasons

- a. If you are unable to amend the concert due to personal reasons, we regret to inform you that refunds will not be issued.
- b. Tickets purchased are non-transferable. However, in exceptional cases, the concert organiser may consider transferring the ticket to another individual upon request. Please contact our ticketing support site for further assistance. (**help.qtic.my**)

5. Ticket Scalping and Fraudulent Activity

- a. Tickets purchased through unauthorized channels, including ticket scalping websites or third-party sellers, are not eligible for refunds.
- b. We reserve the right to void tickets obtained through fraudulent activity, and no refund will be provided in such cases.

6. Refund Request Process

- a. To request a refund, please log on to our ticketing support site >> help.qtic.my
- b. Refund requests must be submitted within the specified timeframe communicated in the cancellation or postponement / rescheduling notification.
- c. You may be required to provide proof of purchase or other relevant information to verify your refund request. Please note that this refund policy is subject to change based on the specific terms and conditions set by the concert organizer or venue. We recommend reviewing the concert details and terms of purchase before compelling your ticket purchase.

If you have any further questions or require assistance, please reach out to ticketing support, and we will be happy to assist you.

Thank you for your understanding, and we appreciate your support .