

## **All sales are final. No refunds, barring certain exceptions as outlined below.**

**Your purchase of a ticket to access an Event powered by Kiswe ensures the following:**

- Authorized entry to the digital Event at its scheduled viewing time.
- If the Event is advertised as offering access to a live restream or window of time to view the Event as a Video on Demand, the purchase of your ticket you will also grant you with access to the event replay during its scheduled available time.
- If the purchase of your ticket grants you access to any other offered video content at any time, you will be granted access to such content when it is made available for public viewing.
- Access to your event and/or its replay will be provided through the designated website that was identified at the time of purchase. A reminder of that designated website will be provided in an email receipt sent to the email address that you provided at the time of purchase.
- Under no conditions are you authorized to share or transfer your rights to any other person. You are not authorized to copy, record, restream, share your video screen, or post content in other platforms (e.g. Facebook Watch, Youtube, Twitter, Twitch, Telegram, Google Meets, Zoom, etc). Doing so is considered fraudulent and will be pursued to the full extent of applicable laws. You will forfeit your rights, be barred from purchasing future Events powered by Kiswe, and will be reported for copyright violations to the appropriate authorities.
- If we suspect or determine, in our sole discretion, that you are using your account to violate copyright law by copying, downloading, re-transmitting, or re-distributing the Content we may immediately terminate your account, report you to law enforcement, and take any other action (including legal action) as we deem appropriate. If we terminate your account for this reason you will not receive a refund for any purchased content associated with your account, and you forfeit your right to view or receive any such content.

**In addition to agreeing to abide by the [Terms of Service](#) and [Privacy Policy](#) for Kiswe-powered events, you acknowledge a personal responsibility for the quality of experience you receive in your home. Accordingly,**

- You will provide a valid email address so that we may communicate with you.
- You will prepare for a successful event by reviewing our instructions for how to access the event. Please refer to our Frequently Asked Questions that is accessible on the domain landing page and clicking on the “?” icon.

- You will ensure that your device and your network are compliant with the compatibility/functionality as outlined on the home page of the Event. Note that if you intend to stream the Event to your TV, you do so at your own risk acknowledging that we cannot be responsible for the connection between your device and your TV. We have provided guidelines and recommendations for how to connect your device to your TV.
- You will contact us if you need assistance during the event at [event.support@kiswe.com](mailto:event.support@kiswe.com).
- You will accept an event replay (if made available) as a reasonable substitute for not attending the event during its scheduled time, should circumstances prevent you from attending the event at its scheduled time or should the original live event be delayed, postponed, or impacted by extraordinary reasons whatsoever.

### **Exceptions to the No Refund Policy**

1. If permitted by the owner of the content, you may cancel your purchase and request a refund prior to the start of the event by accessing the “Purchase History” link in your profile, which is provided after logging in to the Event website with your valid Kiswe username and password. Alternatively, you can request a refund by emailing us at [event.support@kiswe.com](mailto:event.support@kiswe.com). After this deadline, a refund will not be available for any reason.
2. If you experiences a difficulty to access live streaming events due to significant avoidable technical errors on our part and not due to your local device compliance, network conditions, username/password sharing, removal of your rights due to copyright violations, restrictions due to you being outside of the permitted geographical viewing area, or your own tv-streaming interoperability issues, contact us at [event.support@kiswe.com](mailto:event.support@kiswe.com). If the technical error is indeed solely our fault, we may choose to refund you for either the full or partial cost of the ticket if a replay is not provided, or provide credit for a future viewing. We are not responsible for your failure to follow our instructions or events which are outside of our reasonable control. If our logs show that you were able to watch more than 30 minutes of the content, you will not be eligible for a refund. You must request a refund within 48 hours by email of the start of the original live event. Your request for a refund should contain information explaining the reason for your refund request and relevant evidence to support your refund request.
3. Situations that will NOT be considered for refund include, but are not limited to, the following:
  - a. I was not able to attend the Event at the scheduled time.
  - b. I did not like the format or content presented by the artist.
  - c. I thought the event was too short.
  - d. I experienced isolated performance issues or instability watching my event.

- e. I could not access the event at its scheduled time and I do not consider the replay to be an acceptable alternative.
  - f. There was no replay offered.
4. Refunds will not be issued based on the duration of an event, or due to a change in programming of a live streaming event.

**Your purchase of Merchandise related to an Event powered by:**

Merchandise (“merch”) sold during a Kiswe-powered Event is fulfilled and shipped by the artist’s/presenter’s team and their partners.

Customer Requests for Refund on Merch Orders can be requested through the “Purchase History” in your profile that is made available once you login to the site that hosts the event so long as the merchandise has not been already shipped. If the merchandise has already shipped, please contact [event.support@kiswe.com](mailto:event.support@kiswe.com) for discussing returns. Merch is not refundable upon customer request, with the following exceptions:

- You made an accidental or duplicate purchase.
- You decided to replace or upgrade your purchase.
- Your merchandise arrived damaged.

Under no conditions is Kiswe responsible for delays in shipping.

Kiswe’s intention is for you to have a great experience. Do not hesitate to reach out to us if there is anything we can improve your experience.