

## KEY POINTS

- Please be patient - we are all volunteers and this is our first refunds rodeo.
- Please email us immediately with any questions or concerns not answered by this FAQ at [ticketing@burningseed.com](mailto:ticketing@burningseed.com)
- While for most people the refund process will be easy and straightforward there will be a few for whom there'll be a bit of back and forth (transferred tickets or closed bank accounts). Please see the information below for how these situations will be handled.
- We're expecting the whole process to be complete within a few weeks at most.

## REFUND PROCESS - HOW IT WORKS

Now that we have sufficient funds available, we can begin the process of initiating refunds. There are two different ways refunds will be processed, depending on whether a ticket was bought directly or transferred from the original buyer.

- 1) Direct purchase/refund:** If you purchased your ticket(s) directly from Quicket and did not transfer to anyone, then an automatic refund will be processed back to the credit card you used for the purchase. Keep an eye out for an email from Quicket and for the refund on your credit card statement.
- 2) Transferred tickets:** If you purchased your ticket from another person and had it transferred via Quicket, then automatic refunds will not be processed as we do not have your bank account details. We have details of all those who transferred tickets via Quicket and will contact you directly for manual refund processing to your bank account.

## What is the timeline for refunds?

- **Direct purchase refund** - Refunds will be initiated as soon as possible and you will receive an email from Quicket once this has occurred. Please allow up to 5 business days for the refund to then show in your bank account.
- **Transferred tickets** - We will contact you for your account details so we can initiate a manual refund. There may be a short delay in this occurring as it is a manual process. Once the refund has been processed it should take 2-3 business days to reach your account.

Our payment processor advises the following:

*We'll submit any refund you make to your customer's bank immediately. Your customer will then receive the funds from a refund in their account approximately 5–10 business days after the date on which the refund was initiated.*

*Note that refunds may appear in the form of a reversal. In the case of a reversal, the original payment will drop off of your customer's bank statement, and a separate credit is not issued.*

**My credit card has expired or been lost and I have a new one, will this affect my refund?**

An expired or replaced credit card shouldn't affect the ability for your bank to process the refund as long as your account remains the same. Your bank may take an extra few business days to link the refund to your account. Please contact your bank if you have any questions on this. If there are any issues with the transfer or it is rejected, we will contact you to arrange another refund method.

**I've closed the account from which I made the original purchase. How do I provide you with my new account details?**

If an attempted refund is rejected due to a closed bank account then when we will contact you directly once the automated refunds are completed to obtain alternate bank details. Please bear with us and wait for us to contact you.

**What if I need a manual refund, but I don't have an Australian bank account?**

When we contact you to obtain information for your manual refund, we will ask you this question. If you live overseas and do not have an Australian bank account, other refund methods will be available.

**Rather than getting a refund can I just roll my ticket over for the 2017 event?**

For a variety of reasons it is far easier for us to refund your 2016 ticket then start fresh for 2017.

**I've read all the above and patiently waited for my refund but still haven't received the money?**

Please email [ticketing@burningseed.com](mailto:ticketing@burningseed.com) with all the details of your original ticket purchase.