

Instructions

Please read carefully the General Terms and Conditions and the Privacy Policy of eTicketsMall before you make your registration and/or your order.

Tickets

Once purchased tickets cannot be returned and the amount paid for them will not be refunded, unless in instances specifically described below.

eTicketsMall offers only electronic tickets, which the Users should print themselves, with their own equipment and at their own expense.

eTicketsMall does not offer tickets for events/trips whose organizers do not accept e-tickets.

eTicketsMall does not offer printing and sending the tickets by courier or by mail and tickets purchased from eTicketsMall cannot be obtained from a ticket center/office of eTicketsMall.

Tickets generated by the system of eTicketsMall, have a high level of protection and each ticket has a unique bar code and identification number.

A ticket generated by the system of eTicketsMall, can only be used once for entrance to the venue/vehicle, after which the bar code will automatically be deactivated by the system. It is the User's responsibility to protect the ticket from copying and theft.

Therefore, please carefully consider the appropriate time to print your ticket to eliminate the risk of loss, damage or theft of your tickets. Until the successful finishing of the printing, your ticket will be stored in "My tickets" available at any time only in your user profile.

Tickets are valid in color and monochrome printing, unless otherwise indicated.

It is preferable the tickets to be printed on a laser printer in order to eliminate any risk of damage to the bar code as a result of influence of moisture, light, heat, etc.

Tickets are printed on A4 paper. Any change to the size of the ticket can make it invalid.

The ticket is valid from the time of the payment and the ticket generation by the eTicketsMall system until the start time of the event/trip, to which it relates.

It is the responsibility of the User to get acquainted with the conditions and the rules of the Organizer and the venue of the event/trip and with any restrictions on importation of articles, food and beverages, age restrictions and any restrictions related to ensuring the order, security and safety of the event/trip.

For security reasons, as a standard the sale of tickets is limited to a certain number of tickets for every event/trip. In case you need more tickets, please write to us at info@eticketsmall.com.

Tickets for people with disabilities

Please check in advance whether tickets for people with disabilities are being offered for the event/trip that interests you.

For more information, please write to us at info@eticketsmall.com.

Payment and Delivery

You can pay for your order in the following ways:

- by credit/debit card Maestro, MasterCard, Visa or Visa Electron;
- by ePay;
- by EasyPay.

After successful payment, the system of eTicketsMall will generate a ticket in the form of a pdf document to be printed on A4 paper.

Fees and commissions

The processing fee and the commission for your order will be calculated automatically in the Order Confirmation.

eTicketsMall reserves the right to offer tickets for events/trips of exceptional interest, provision for which is associated with additional costs for eTicketsMall. In such cases, the commission will depend on the additional costs of providing these tickets and will be explicitly specified in the order form.

Returning of tickets for changed and cancelled events

In case the event/trip for which you have purchased tickets is canceled, you may return your ticket. In these cases eTicketsMall together with the Organizer will publish information about the procedure for refunding.

In case the event/trip for which you have purchased tickets, is moved to another date, you can usually choose to take advantage of the new date or to return ticket.

In case of changes in the venue/travel starting point, usually no refund is offered, but we will publish information should this be possible.

The return of tickets and refund for them are bound by a period after which you cannot get your money back. eTicketsMall will publish in due time information about the procedure for return of tickets and refund, and it is the User's responsibility to check and comply with the instructions provided by the organizer.

It is the Organizer's responsibility to refund tickets in the event of rescheduled or cancelled events/trips.

Noricum Ltd./eTicketsMall is an intermediary that sells tickets in the name of and on behalf of others and, although we will make every effort to assist as quickly as possible the refund of tickets purchased via eTicketsMall for any rescheduled or cancelled events/trips, Noricum Ltd. and eTicketsMall are not responsible for the refund and cannot commit to any deadlines for that.

The User can not reclaim any other costs incurred in connection with the event/trip (e.g. transport costs, prepaid accommodation, etc.) except for the value of the ticket purchased via the eTicketsMall website. Not only the User cannot claim, but also the User declares that he/she agrees to that after reading The General Terms and Conditions.

The User may not claim refund in cases where a participant in an event involving more than one participants cancels a performance (e.g. when a band cancel their performance at a festival) on the basis of allegations that the ticket is purchased solely because of the one who has cancelled the performance.

The User cannot claim any compensation from Noricum Ltd. and/or eTicketsMall for suffered loss and damage as a result of changed or canceled event/trip.

In cases where the organizer of a rescheduled or canceled event/trip decides to award the refunding to eTicketsMall, the ticket value shall be refunded by bank transfer in the account used for the ticket purchase. eTicketsMall cannot offer any cash refunds.

In such cases, the bank charges for the refund are paid by the User.

Only the ticket value is refunded. Any fees and commissions paid on the purchase of tickets are not recoverable.

Claims

Complaints relating to the services provided by eTicketsMall must be made in writing as soon as possible but not later than 14 days from establishing the inconsistency of the agreed service.

Miscellaneous

If you have any suggestions for improving our services, complaints or specific requirements, please write to us at info@eticketsmall.com.