

Jay Chou Carnival World Tour 2020 Postponement Refund Policy

All tickets from the original schedule show will be honoured. Ticket Purchasers who wish to obtain a refund due to postponement / not able to attend the reschedule show date may obtain a refund at the point of purchase.

Ticket(s) purchased via TicketCharge

Only ticket purchased through TicketCharge may obtain for refund. Kindly email in with details below:

Sales Channel	www.ticketcharge.com.my/ Sungei Wang Mall Launch on 24 August 2019
Email Title	Refund request – Jay Chou Carnival World Tour 2020
Documents & Information Needed	1. Full Name 2. Last 4 digit - Credit/Debit Card number 3. IC/ Passport number 4. Contact Number 5. Transaction Number
Contact for refund matters	+603 9222 8811

Sungei Wang Mall Launch on 24 August – Original Physical Ticket

Ticket purchasers are required email to info@ticketcharge.com.my to request refund.

Ticket purchaser whom purchased ticket on 24 August 2019 at Sungei Wang are required to walk in submit original physical ticket and Refund Form at TicketCharge office located at *No 2-4, Jalan Metro Pudu 1, Fraser Business Park, 55200 Wilayah Persekutuan Kuala Lumpur, Malaysia* during our office operating hours, or courier submit the original physical ticket & Refund Form with proof of ticket purchaser identity for the refund process.

Ticket purchaser who are currently outstation/overseas can download the refund form, fill in their details, and email the form to TicketCharge along with a copy of their NRIC/Passport. Original physical ticket must also be couriered back to TicketCharge.

Ticket purchaser whom paid by cash, the reversal amount will be reflected in ticket purchaser's bank account within 30 days. For ticket purchaser whom paid by credit/debit card, the reversal amount will be reflected in credit/debit card statement within 30 days.

Internet Purchased – ezyTicket

Ticket purchasers are required email to info@ticketcharge.com.my to request refund.

For ticket purchaser who have purchased tickets through TicketCharge official website via a credit/debit card are required to fill in ticket purchaser's details and submit the Refund Form. The reversal amount will be reflected in credit/debit card statement within 30 days.

Please use desktop to download TicketCharge Refund Form [here](#)

And submit to info@ticketcharge.com.my to request refund.

POSTPONEMENT REFUND POLICY:

1. All refund request form must submit from **13 February 2020 till 27 February 2020.**
2. Refund will not be entertained if a request for a refund is made after the given period from the date of a Notice
3. Only tickets purchased through official sales channels will be honoured a refund.
4. The refund process will start from **1 March 2020** onwards
5. All successful refunds will be notified through the respective sales channels via email once performed.
6. Ticket refund will take 30 days to be reflected in customer's statement account.
7. Refund will only be issued to customers whose personal details match the record in the system. TicketCharge will not refund any tickets purchased from unauthorized channels. TicketCharge reserves all rights to decline a refund, if any of the criteria under the terms & conditions are not met.

Should you have any further inquiry, kindly contact us at +603 92228811 or email:

info@ticketcharge.com.my

Once again, we apologize for the postponement which was not all anticipated, and we thank you for your patience and understanding.