

Refund and Cancellation Policy

Effective Date: 5/30/2025

1. Scope

This Refund and Cancellation Policy governs ticket sales, event registrations, and subscriptions purchased through our Services.

2. Event Ticket Refunds

- Ticket purchases may be canceled by the attendee up to **48 hours** before the event start time for a refund of the ticket price paid, **excluding any non-refundable processing fees**.
- Refund requests made after this window are not eligible.

3. Event Cancellations by Organizers

- If an event is canceled by the organizer, ticket holders will receive a refund of the ticket price paid, **excluding any non-refundable processing fees**.
- Organizers are solely responsible for communicating event changes or cancellations to attendees.

4. Subscriptions and Services

- Subscription cancellations take effect at the end of the current billing period. No prorated refunds are provided.

5. Processing Fees

Processing fees charged by BlankWall Software are non-refundable under all circumstances.

6. Refund Process

All refund or cancellation requests must be submitted to **admin@blankwallsoftware.com** with the following:

- Full name and email address associated with the purchase;
 - Event name and date (if applicable);
 - Order or transaction ID.
- Eligible refunds will be issued to the original payment method within **7–10 business days** of approval.

7. Changes to This Policy

We may update this Refund and Cancellation Policy periodically. Changes will be communicated via the affected products and by email.