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THE FOLLOWING TERMS AND CONDITIONS GOVERN YOUR PURCHASE OF TICKETS THROUGH ANIMEREVOLUTION.CA. IF YOU VISIT OUR SITE AND MAKE A PURCHASE, OR ORDER TICKETS VIA TELEPHONE WITH AN AUTHORIZED ANIME REVOLUTION REPRESENTATIVE, YOU ARE AGREEING TO THE FOLLOWING TERMS AND CONDITIONS. PLEASE READ THROUGH THE TERMS AND CONDITIONS CAREFULLY BEFORE MAKING A PURCHASE.

THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE, FROM TIME TO TIME IN OUR SOLE DISCRETION. WE WILL NOTIFY YOU OF AMENDMENTS TO THESE TERMS AND CONDITIONS BY POSTING THEM TO THIS WEBSITE. IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, PLEASE DO NOT ACCESS THIS WEBSITE.

1. All Sales Are Final - No Exceptions

No refunds, order cancellations or ticket exchanges once a ticket request is submitted to us either online, by telephone, or in person. This takes effect immediately after your request has been placed. Please order tickets only after you are absolutely certain you want them. A return invoice confirmation sent via email from Anime Revolution which states that your credit card has been charged for your order serves as our acceptance of your request to purchase tickets.

2. Credit Card Fraud Prevention

To protect our customers from credit card fraud, a signed Credit Card Authorization Form may be requested. The Credit Card Authorization form will be faxed or emailed to you after we receive your request for tickets. Please sign and date the Credit Card Authorization form and fax it to 604-931-2400 along with a copy of a Photo ID as well as a front AND back copy of the credit card you are using for the purchase. You can also scan and email the documents back to tickets@animerevolution.ca. You may black out any personal information on your photo ID you do not wish us to see as long as we can make out a signature and your name on the ID. You may also black out the first twelve digits on the card, we need to be able to read the last four digits on the card as well as your name on the front and the signature strip on the back. Again, this policy is implemented to protect card holders and prevent credit card fraud.

3. Stolen, Lost or Late Tickets

When you receive your tickets keep them in a safe place. Tickets cannot be replaced if they are lost, stolen or damaged. Treat your tickets like cash.

4. Postponed Events

If an event is postponed the tickets will be honored for the new date of the event. New tickets will not need to be issued. Since we are not able to obtain a refund on the tickets that we purchased for you we are in turn not able to offer customers refunds on postponed events. If you cannot make the new date we can only offer to waive the fees charged by our consignment department. If we are able to sell your tickets you would receive 100% of the amount that we sell them for up to the price that you paid. Anime Revolution will make every attempt possible to sell consignment tickets ahead of any other tickets listed for that event.

5. Event Dates and Times

Event dates and times printed on the face of the tickets and noted in your ticket paperwork are always subject to change.

6. Deposits

All deposits are non-refundable. Even though you have not received the tickets yet, we have already committed to purchasing tickets for you by the time your order is confirmed.

7. Credit Card Purchases

Please note that purchases by credit card do not grant you any variances from our terms and conditions. You are still responsible for complying with our terms and conditions. Any attempts to defraud us may result in legal action brought against you.

GENERAL TERMS & CONDITIONS

8. Disputes / Chargebacks

In the event you dispute your confirmed ticket order and the credit card company decides against you, you will be assessed a \$100 administrative charge. This is to avoid victim fraud, banking fees and administrative time spent handling the dispute.

9. Forms of Payment

We accept all major forms of credit: MasterCard, Visa and AMEX. In some cases, as noted in item # 2 above, a credit card authorization form must be filled out and returned to us along with a copy of your passport or drivers license and the front and back of your credit card.

Corporate or Concierge Accounts:

Our corporate and Concierge customers have the option of opening an account with Anime Revolution. Contact us if you are interested. Benefits would include monthly billing and working with our most skilled and experienced agents. We possess a strong desire to initiate and nurture long-term mutually beneficial relationships with our clients. Please contact us if you are interested in setting up this type of account.

10. Limitations of Liability

We are not responsible for providing transportation or reimbursement of travel related expenses under any circumstances unless those items are specifically included as part of a package. Nor are we responsible for any delay causing you to arrive late or miss your event for any reason. Any actions by our company that do result in you missing your event will be rectified with our liability not exceeding 100% of your total purchase price.

We are not responsible for the conditions or the actions of the crowd at any event. In the event that we are required to seek legal remedies to recover fees and/or resolve disputes, Client agrees that we are entitled to recover all costs associated with such action by the client, including but not limited to reasonable attorney's and administrative fees. By purchasing you agree to waive any additional rights or remedies conferred upon you now or in the future under British Columbia law and all disputes are to be litigated within the jurisdiction of the courts of British Columbia.

11. Cancellation of the Event

If Organizer cancels the Event due to circumstances beyond the reasonable control of Organizer (such as acts of God, acts of war, governmental emergency, labor strike or unavailability of the Exhibit Facility) Organizer shall partially refund to each Attendee its pass payment previously paid, minus a share of costs and expenses incurred, in full satisfaction of Organizer's liabilities to the Attendee. Organizer reserves the right to cancel, re-name or re-locate the Event or change the dates on which it is held. If Organizer changes the name of the Event, relocates the Event to another event facility within the same city or changes the dates for the Event to dates that are not more than thirty (30) days earlier or thirty (30) days later than the dates on which the Event originally was scheduled to be held, no refund will be due to Attendee; provided however, Organizer shall assign use of such pass to Attendee pursuant to the terms of this contract.