



TERMS & CONDITIONS

ARTRAGE INC

**For ARTRGE INC, THE BAKERY, NOW BAKING.COM.AU
& PERTH FRINGE FESTIVAL**

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Ticketing & Merchandise

TICKETING REFUNDS

There is no right of refund or exchange on tickets.

However, ARTRAGE want you to be pleased with your purchase.

In the event of an Event Cancellation, ARTRAGE will provide a refund of the ticket price to all tickets holders. ARTRAGE will credit your original method of payment.

If an event is cancelled no obligation is assumed ARTRAGE for arranging a substitute event.

Booking fees and charges are non-refundable.

ARTRAGE reserves the right not to refund purchase for lost or stolen tickets.

Admittance to the event will be at the discretion of ARTRAGE Management. Should entry be declined, ARTRAGE will not provide a refund for the purchase of tickets.

MERCHANDISE REFUNDS

At ARTRAGE, we want you to be pleased with your purchase. If you are not completely satisfied we are happy to advise the best way for you to return or exchange your purchase.

Returns and exchanges are only accepted for Merchandise items purchased via the NowBaking.com.au website.

If the item is faulty, on presentation of your original / online receipt with the returned merchandise item(s) unworn and unwashed within 14 days of order date.



Sorry we cannot process refunds or exchanges without your original receipt of purchase.

Returns & Exchanges are only valid for NowBaking.com.au merchandise purchases and not Tickets.

Please note: that Postage and Handling charges are not refundable. Returns and exchanges (if stock available) will only be accepted up to 30 days from date of purchase and will not be accepted after this date.

Returns

To return an item of merchandise, please include the packaging slip that you received with your parcel and advise the reason of FAULT with the return.

Merchandise must be returned within 30 days of order date - unworn and unwashed.

We will credit your original method of payment, excluding delivery (unless goods are faulty or not as ordered). Postage and handling charges are not refundable and for exchanges additional postage and handling charges will be applied accordingly.

Exchanges

To exchange merchandise, please follow the same instructions as for refunds indicating your requirements, and include AUS \$6 (cheque, money order or credit card details - no cash by mail) for redelivery within Australia.

Where to Refund or Exchange

You may present your merchandise for refund or exchange in person or by mail:

In person: present your merchandise and your original or online receipt at the Artrage Administration, 233 James Street, Northbridge WA 6003 (Mon-Fri / 12pm – 5pm)

By mail: send your returned merchandise, the original receipt and your details, explaining in writing the fault why you are seeking return or exchange, to ARTRAGE, 233 James Street, Northbridge WA 6003.

If you require further assistance, please call +61 8 92276288

Payment Options

NowBaking.com.au accepts the following cards for on-line transactions:

- Visa,
- Mastercard,
- and Bankcard.

We do not accept AMEX or Diners Club Cards.

Credit Card processing is supplied by MCA-Tix ABN: 57 113 707 805

Please be advised that your credit card statement will show MCA-Tix King Cross (ABN 57 113 707 805) as the payment receiver for this purchase.

Inquiries or refunds should be made to Artrage Inc via hello@artrage.com.au or +61 089227 6288



Cash Purchases

Cash purchases may be made in person at the following locations:

TICKETS: At the Box Office of THE BAKERY from 1 hour prior to the event.

MERCHANDISE; Merchandise Counter at The Bakery

Both located at 233 James Street, Northbridge WA 6003.

CANCELLATION POLICY

Nowbaking.com.au reserves the right not to replace tickets where seating is not allocated (general admission). When allocated seating tickets (reserved seating) are lost or stolen the customer must be able to produce proof of their original purchase.

Admittance to the event will be at the discretion of ARTRAGE Management. Replacement of lost tickets is subject to approval from the Presenter of the event in question.

All prices are subject to change without notice.

If an event is cancelled no obligation is assumed of ARTRAGE for arranging a substitute event.

In the event of a cancellation ARTRAGE will undertake all measures to notify ticket holders of the cancellation and will provide refunds or exchanges for all ticket holders. Purchasers are required to supply correct and current contact details in case of cancellation. Refunds will be provided via the credit card of purchase or cheque for cash purchases.

Venue Conditions

- No drugs, weapons, food, glass containers, specified prohibited items or lasers may be taken into the venue.
- No audio or video recorders may be used without permission of the event organiser and venue management by prior arrangement. A breach of this condition may lead to the confiscation of all equipment and removal of the patron from the venue.
- The event organiser reserves the right to video, photograph, broadcast or telecast the event.
- ARTRAGE Inc takes no responsibility for loss or damage to personal property.

TICKET PURCHASE DELIVERY

All tickets will be provided via email shortly after the time of purchase and payment confirmation.

This ticket will include a unique barcode, which will be scanned at the point of entry to the event.

A separate tax invoice will be sent following the confirmation of your payment transactions.

Purchasers will need to ensure that they supply a current and functional emails address



to receive Tax Invoice & Tickets.

Tickets & Tax Invoice will not be posted to the purchaser. Tickets are collectable from THE BAKERY Box Office, one hour prior to the event commencing.

For online payment support, please contact boxoffice@nowbaking.com.au

MERCHANDISE PURCHASE DELIVERY

Within Australia

Please allow up to 7 working days for delivery.

Your merchandise will be sent via Australia Post Parcel Post. Postage and Handling charges will be

included in your on-line transaction. Sorry no C.O.D. (Cash on Delivery)

International Destinations

Please allow up to 15 working days delivery time. Your merchandise will be sent via Australia Post International Parcel Post. Postage and Handling charges will be included in your online transaction. Sorry no C.O.D.

Duties for Overseas Customers including New Zealand

All prices (including the postage and handling fees) on Nowbaking.com.au are in Australian dollars and include the Australian GST. Please note that prices DO NOT include relevant overseas duties and other custom charges that you may incur.