Refund Policy and Chargebacks

Category: Managing Transactions
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Organizers may choose to state on their event or fundraising website that all sales are final or that their event has a "no refund" policy. However, it is important to understand how refunds and chargebacks are handled when payments are processed through MyEvent.

Refund Requests

If funds are available in your account and a ticket buyer requests a refund, MyEvent may issue the refund even if your website states that refunds are not available.

This policy exists because credit card companies and banks may issue a chargeback when a cardholder claims they requested a refund but did not receive one. Chargebacks can occur regardless of the refund policy displayed on the event website.

What Is Refunded?

When a ticket refund is issued, the ticket amount can be refunded to the purchaser. MyEvent processing and platform fees are generally non-refundable.

Exceptions

In some situations, a full refund, including fees, may be issued. For example:

- A purchaser needs a refund in order to purchase a different ticket.
- The refund is being processed as part of a ticket exchange or upgrade.

These situations are reviewed on a case-by-case basis.

Organizer-Paid Fee Refunds

If an organizer would like the ticket buyer to receive a full refund, including all fees, the organizer may

choose to cover the fees themselves.

To arrange a full refund that includes fees, please contact MyEvent Support.

What is a Chargeback?

A chargeback occurs when a cardholder disputes a credit card transaction with their credit card company. This can happen if the person reviewing the credit card statement does not recognize the transaction, or when the person who made the purchase forgets that they completed the transaction.

Any chargebacks received for transactions processed through a MyEvent.com website will be deducted from the client's account balance. This includes the full chargeback amount, plus a $20 chargeback fee.

If there are not enough funds available in the client's account to cover the chargeback and fee, the client will be responsible for reimbursing MyEvent for the full chargeback amount, plus the $20 chargeback fee.

Need Assistance?

If you have questions about refunds, chargebacks, or a specific transaction, please contact our support team and we will be happy to assist.