

GetFamous Pty Ltd Refund Policy

When we will make a refund

GetFamous Pty Ltd. (we, us, our) will make a refund when:

- You request a refund before the date and time set as the cut-off date and time
- You request a refund after the date and time set as the cut-off date and time and have provided details of extenuating circumstances which we have accepted as warranting the payment of a refund
- You have made a payment but you have not been issued a registration or ticket for the event activity or function because the maximum number of attendees or participants has been reached and your registration will exceed that limit
- You have made an error – but only to the extent of the error amount
- You have made an overpayment – but only to the extent of the overpayment
- We have made an error in calculating any total
- Please note there may be variances in colour of items due to your monitor settings. GetFamous does not accept returns for disputes on 'shades' of colour.
- All product measurements are to be used as a close guide.
- In the event that a product or service is listed at an incorrect price, GetFamous reserves the right to refuse or cancel order placed for the product at the incorrect price, regardless of whether the order has been confirmed and your credit card charged. In the instance that your credit card has already been charged for the purchase and the order cancelled, GetFamous will promptly issue a credit to your credit card account in the amount of the incorrect price.

When we will not make a refund

We will not make a refund where a payment has been made to a third party and that party does not or will not make a refund to the GetFamous Pty Ltd. The refund policy of the third party will determine eligibility for a refund.

When you request a refund after the cut-off date and time for requesting refunds as notified on the website for the particular payment process unless extenuating circumstances exist and we have accepted the extenuating circumstances as warranting the payment of a refund.

Making a claim for a refund

You must contact the person named as the contact either by email or by normal mail by the cut-off date and time.

You must identify yourself as the person who made the original payment the subject of the refund request.

You must provide full details of why you believe you are entitled to a refund.

If you are claiming extenuating circumstances you must provide full details of those extenuating circumstances to the contact person.

We will make a refund in this way

If possible, the refund will be made to the credit card you used to make the initial payment.

Where a refund to the original credit card is not possible, an alternative arrangement will be negotiated with you.

Other factors

For each event where a payment arrangement is offered we will:

- Nominate a contact person and an email address for that person
- Nominate a cut-off date
- Advise the price of each component which carries a charge or cost
- Advise whether any part of the payment or payments is NOT refundable
- Specify the amount or proportion of any payment which is not refundable

The address for the purpose of ordinary mail will be our nominated postal address represented by the postal address for us on the GetFamous website.