



*The most affordable, reliable and convenient experience management platform*

Email: [top@exp.ke](mailto:top@exp.ke)

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## PaydExp Refunds Policy

At **PaydExp**, we strive to ensure that all transactions and event experiences are seamless for both organizers and attendees. However, we understand that there are circumstances where refunds may be necessary. Below is our policy regarding refunds:

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### 1. Refund Eligibility

Refunds are processed based on the following criteria:

- **Event Cancellations:** If an event is canceled by the organizer, attendees are eligible for a full refund.
  - **Postponed Events:** If an event is postponed or rescheduled, attendees may choose to retain their ticket for the rescheduled event or request a refund.
  - **Attendee-Initiated Refund Requests:** Refunds requested by attendees will be subject to the terms set by the event organizer. Please check the specific event's refund policy before purchasing.
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### 2. Refund Timeline

Refunds will be processed within **72 hours** after the event has been completed or canceled. Please note that refunds will be processed less any fees incurred by PaydExp in receiving the original payment and processing the refund.

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### 3. Non-Refundable Charges

The following charges are non-refundable:

- **Transaction Fees:** PaydExp transaction fees associated with receiving ticket payments and processing refunds will be deducted from the refund amount.



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- **Third-Party Costs:** Any additional charges incurred through third-party payment providers may not be eligible for a refund.
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#### **4. Refund Process**

- To request a refund, please contact [[support@paydexp.com](mailto:support@paydexp.com)] with your event details and payment information.
  - Refunds will be processed to the original payment method used during the transaction.
  - Please allow up to **5-7 business days** for the refund to reflect in your account, depending on your bank or payment provider.
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#### **5. Event Organizer Responsibilities**

Event organizers are responsible for outlining their refund policy in their event terms. If no specific policy is outlined by the organizer, PaydExp's default refund policy will apply. Organizers are encouraged to clearly communicate their refund terms to attendees.

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#### **6. Contact Us**

For any refund-related inquiries, please reach out to our support team at [[support@paydexp.com](mailto:support@paydexp.com)], and we'll be happy to assist you.

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This refund policy ensures transparency and a seamless experience for all parties involved. Thank you for using PaydExp!