



4309 Crenshaw Boulevard · Los Angeles · CA 90008
P: 323.290.0000 F: 323.291.9999 www.2downfront.com

TERMS AND CONDITIONS

Updated 1/11/2008

ALL SALES ARE FINAL!!! NO CANCELLATIONS, REFUNDS, OR EXCHANGES.

"WE ARE NOT AFFILIATED WITH ANY BOX OFFICE AND WE DO NOT SELL TICKETS FOR FACE VALUE"

In the event of a rescheduled show:

- If an event is postponed, the tickets will be honored for the new date of the show. New tickets will not be issued.
- If you cannot make the rescheduled date we will accept the tickets back from you on a *consignment basis only*. You would receive 100% of the amount we sell them for up to the price you paid.
- If tickets are returned for consignment please have them arrive to us no later than 14 days before the new date of the show. If tickets are returned less than 14 days before the rescheduled date we will do our best, but cannot make any guarantees.

In case of a rainout or strike for a sporting event, no refunds will be made. You must exchange the tickets at the venue for a seat to a future game that is still available.

In the event of a cancelled show which has no rescheduled date:

- A full refund will be issued to the purchaser, less shipping and handling charges, provided the following occurs:
- The tickets must be returned to this office within ten (10) business days of the original event date.
- After ten (10) days of the original event date, you may need to return tickets directly to the box office for a face value refund only.
- We suggest you return the tickets via certified, insured mail, or Federal Express. 2 Down Front Inc. is not responsible for any messenger charges incurred.

INTERNET SALES ARE NOT IN REAL TIME; THEREFORE, ALL TICKETS ARE SUBJECT TO AVAILABILITY AND CHANGE.

- Ticket availability and prices quoted are subject to change without notice.
- Ticket prices and availability are not guaranteed until orders are *confirmed**
- 2 Down Front Inc. further reserves the right to refuse any order at our discretion.
- We will contact you if the tickets you ordered are no longer available or if we are unable to fill the order as you requested.
- If your seats are not available, we may offer you alternative seats when applicable. We may direct you back to our online ordering site to review current inventory.

DÉNYSE L. DANIEL

Vice President, Business & Technology Development



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CONFIRMED ORDERS:

Orders over \$2000.00 require a Credit Card Authorization Form to be filled out by the credit cardholder and faxed back to us along with a copy of the credit card (front and back) and drivers license. 2 Down Front Inc. reserves the right to request a Credit Card Authorization Form at its discretion.

- You will be notified by telephone, email or fax once your order is *confirmed**.
- 2 Down Front Inc. is not responsible for email confirmations not received.
- Orders placed after 5 PM P.S.T. weekdays, holidays or on weekends may not be processed until the next working day.

CORPORATE ACCOUNTS:

Please contact us if you are interested in setting up this type of account at 323.290.0000. You will be assigned a personal and experienced consultant.

We possess a strong desire to initiate and nurture long-term mutually beneficial relationships with all of our clients, so feel free to contact us.

SHIPPING

FedEx is used for all shipments and a signature is required upon delivery for every order. FedEx will NOT deliver to a P.O. Box so you must provide us with a physical street address. In some cases, we are able to send tickets via e-mail. In the event this option is available, we will refund any shipping costs and send the tickets to the e-mail address on the order.

Tickets generally ship two weeks before the event. In other cases tickets may ship the week of the event. Orders for some events are not delivered until very close to the date of the event. We may contact the customer to confirm the shipping address prior to shipment.

INTERNATIONAL ORDERS:

We do ship internationally, with various exceptions. We will contact you in the event that we cannot ship to your location.

DELIVERY OF TICKETS

All delivery times are subject to availability in your delivery area.

Upon delivery of tickets from FedEx, customer has 48 hours to contact us about any mistakes or discrepancies about tickets and/or seating locations. Discrepancies include, tickets shipped are in the wrong section or row, the tickets are for the wrong event or date or the tickets are damaged. In cases like this, every effort will be made to correct the problem. If the tickets ordered are no longer available, and replacement tickets are not an option, the order will be cancelled. The customer must ship the tickets back to 2 Down Front Inc. to receive a refund. There are absolutely no cancellations, refunds or exchanges on orders with no discrepancies.

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Due to the time sensitive nature of the ticket resale industry, 2 Down Front Inc. has fulfilled its contractual duty when tickets are shipped to the address provided by the client. 2 Down Front Inc. is not responsible for any incorrect addresses provided by the customer or for the package being returned to sender due to the client not being available to sign for the package at the time of delivery. 2 Down Front Inc. will keep packages returned by Federal Express on hand for later re-delivery to the customer. 2 Down Front Inc. is not responsible for any customer caused delays in delivery after the order has been shipped.

Prior to the order being shipped, the client is responsible to inform 2 Down Front Inc. of changes in the shipping address.

If a shipment needs to be redirected after it has been shipped, the customer may be responsible for a \$10.00 address correction fee charged by Federal Express. Any shipment that is requested to be held at a Federal Express location requires a photo ID to pick-up. These shipping methods must be arranged with your sales representative.

GENERAL POLICIES

Some events and venues enforce age restrictions, i.e. "21 and over". It is the buyers duty to determine prior to purchasing tickets whether such a policy exists. We will not be liable for refusal of admittance based on this type of restriction. Furthermore, it is the customer's responsibility to determine whether the content of an event is appropriate for either themselves or others in their party. Some shows and concerts have adult themes and are not appropriate for children and others. We will not be responsible for any event with content that shocks, offends, frightens, angers or traumatizes any individual or group. There will be no refunds, credits or exchanges under either of these circumstances.

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