

Refund policy

Written by Administrator

Tuesday, 19 January 2010 00:34 - Last Updated Tuesday, 02 March 2010 21:50

On-line Orders

Buyers are encouraged to carefully review the details of GardenScape ticket orders before completing the purchase. Please make sure that the correct ticket type(s) and ticket quantity have been selected, and that the ticket type is valid for the day of your visit. Some specially-priced tickets may only be used on Thursday.

We accept credit card orders only, using the following: VISA, MasterCard, American Express and Discover.

Online purchasers will receive an online purchase confirmation after the order is placed. If you provide your email address during the online sale, you will also receive an email confirmation. Please retain confirmation(s) as proof of your purchase until you receive your tickets. A confirmation message by itself cannot be used for admission. You must bear tickets to be admitted to the show.

If the purchaser does not receive an order confirmation, or receives an error message after ordering tickets online, it is the purchaser's responsibility to contact the GardenScape Professional Association at (585) 455-4562 to report the error. Please let us know the date and time of your failed order.

Refund Conditions

Tickets are NON-REFUNDABLE, except in the situations following, even if your tickets have been mailed (it will need to be confirmed that your tickets are un-used). We will refund your full purchase price if:

- the show does not take place on the day for which you purchased tickets,
- your credit card was accidentally charged twice for the same tickets, subject to our independent verification,
- you purchased the wrong tickets due to an error in our systems, subject to our independent verification.

We do not offer credits toward, or ticket exchanges to, a future GardenScape show.

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Refund/Exchange Requests

If you believe that one of the above situations applies to you, you may contact the GardenScape Professional Association with your request for a refund or exchange. You should contact us by postal mail at

GardenScape

PO Box 1113

Webster, NY 14580-7813

In your request for a refund or exchange, you must supply your order/invoice number that begins with "G" and the last 4 digits of the credit card used to make the purchase. Return that information and any unused tickets by postal mail to the above address with your request. Indicate whether you want a refund of charges to your credit card, or exchange of your tickets for another day of GardenScape 2010.

In order to receive an exchange, tickets must be received in our office on or before 8 March 2010. **In order to receive a refund**, tickets must be received in our office on or before the refund deadline, 8 March 2010.

Charge card credits, if approved, are issued within one week of our receiving your request and return of unused ticket(s).