

Purchase Policy

Effective [2024] | [Download PDF](#)

This Purchase Policy (“Purchase Policy”), along with our Terms of Use (“Terms”), applies to all ticket purchases, purchases of associated products and services, on our websites and to your use of our tickets, products, and services (our “Marketplace,” defined in Section 1, below).

A “ticket” is a ticket that’s being sold through us on behalf of Event Organisers (as defined below).

When you purchase tickets and associated products and services through our Marketplace, you are entering into a legally binding contract with us and agree to be bound by this Purchase Policy, the Terms, as they are updated from time to time, and any terms and conditions set by the people who put on the events—such as artists, venues, teams, fan clubs, promoters, record labels, and leagues (the “Event Organiser”). If you don’t agree, don’t purchase tickets or associated products or services through or use the Marketplace.

1. Parties

This Purchase Policy, together with our Terms, is a legally binding agreement between you, the user (“you” or “your”), and us. We use the terms “us,” “we,” and “our” to collectively refer to Ticketmaster Brasil LTDA (“Ticketmaster”), a company registered in Brazil under company number 42.789.521/0001-10, with its registered office at 410, Bacaetava Street, 7th floor, Vila Gertrudes, São Paulo-SP, 04.705-010, and all of Ticketmaster’s parents, subsidiaries, representatives, affiliates, officers, directors, employees, and agents.

If you are making a purchase on behalf of a company or other legal entity, you represent and warrant that you have the authority to bind that company or other legal entity to the terms of this Purchase Policy (and that references to “you” and “your” also refer and apply to that company or other legal entity).

“Marketplace” refers to our websites and mobile applications—including (without limitation) ticketmaster.com.br—and to our tickets, products, and services.

2. Who We Are—and Who You Are Buying From

We are a ticketing service provider, and we sell tickets on behalf of Event Organisers.

3. Ticket Availability

We sell tickets online through our Marketplace. In some cases, tickets are also sold through the venue box office.

We don’t control ticket inventory or availability. Tickets for popular events may sell-out quickly. Additional tickets for sold-out events, and additional tour dates and locations, may be released after the initial on-sale at the discretion of Event Organisers.

4. Pricing

The total price you pay is made up of the base ticket price (inclusive of VAT) —or “face value”—plus any applicable fees. Event Organisers set the face value of their tickets. Fees may include, for example, a service fee, a handling and delivery fee, facility fee, or shipping fee.

(Please note that, in some instances, you may be able to purchase tickets directly from the venue box office without paying a service fee.)

Fees are subject to change.

We don't guarantee that you'll be able to purchase tickets until your order is processed and confirmed. We don't provide price adjustments, price matching, refunds, or credits based on fluctuations in ticket prices.

Prices are displayed in the currency that will be charged upon purchase. We accept no responsibility or liability for surcharges related to your payment method or for currency exchange rate fluctuations, which are entirely at your risk.

5. Ticket Restrictions

For some events, you will only be able to purchase a certain maximum number of tickets per person, per credit or debit card and/or for some events, per household ("ticket limit"). The ticket limit is posted on the event page and can typically be found by clicking the "More Info" button at the top of the page. Ticket limits combat unfair ticket buying practices.

For some events, your ability to transfer tickets may be restricted by Event Organisers or by local laws. Using multiple accounts, payment methods, email addresses, home addresses, or false information, or engaging in any behaviour to circumvent the ticket limit or ticket transfer restrictions is prohibited. If you exceed, or try to exceed, the posted ticket limit or ticket transfer restrictions for an event: (1) we may cancel any of your orders and tickets without notice and, on cancellation, we may refund the face value purchase price, but may not refund any associated fees; and (2) we may terminate your account and your access to the Marketplace and ban you from buying tickets in the future.

Tickets may be sold subject to certain restrictions on entry or use, such as restricted, obstructed or side view or a minimum age for entry. Restrictions will be stated before or at the time of booking. It is your responsibility to ensure that you read all notifications and other important information displayed or notified to you as part of the purchase process. We will not be responsible if you or any guests under your booking are refused admission because of a failure to meet or prove that you/they meet any restrictions (e.g., a minimum age requirement).

You are not entitled to purchase any tickets as a trader acting in the course of business with the intention of reselling your tickets for profit unless formal written permission is given by us and the relevant Event Organiser in advance. If we discover or have reason to suspect that you have purchased and intend to resell, or have sold tickets in breach of this clause, we reserve the right to cancel your tickets without notice.

6. Purchasing Tickets

To make a purchase, you must create an account and comply with our Terms. You agree to pay all charges incurred by you or any users of your account at the price(s) in effect when such charges are incurred.

When searching for and buying tickets on our Marketplace, only use one browser window; multiple windows may result in errors during purchase.

Please ensure that you read the full item description details and are happy with your selection prior to purchase as we may be unable to rectify issues arising as a result of your mistake.

We accept various payment methods to purchase tickets, including major credit cards.

When making a purchase, make sure the information you provide is accurate and valid. Don't place (or try to place) an order with any information that is false, misleading, incorrect, or incomplete, that cannot be verified as belonging to you, or that you don't have the right to use. If you do, your order can be cancelled at any time. We accept no responsibility or liability for such cancellations.

Purchases are subject to credit or debit card verification (if applicable), other security checks, and collection of payment by us. They are processed only after the billing address associated with your credit card and/or other billing information have been verified. Your order may be cancelled without notice if it has not passed our verification process, if payment is not received in full, or if we reasonably suspect fraud. In rare circumstances, if your payment is recalled by the associated bank or payment provider, we reserve the right to cancel and refund any orders you have placed, even if we have already sent an Order Confirmation.

7. Order Confirmation

Once you've successfully placed an order, you should be directed to a confirmation page and/or will receive a confirmation email (each an "Order Confirmation"). If you don't receive an Order Confirmation after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it's your responsibility to check your account and confirm whether your order has been successfully placed. Only you may be aware of any problems that may occur during the purchase process. You cannot cancel an order because of problems with the receipt of Order Confirmations, and we are not responsible for any losses if you don't receive an Order Confirmation but assume that an order was (or was not) placed.

8. Our Communications with You

If we need to contact you, we will use your Ticketmaster account contact details (or the contact details you provided at the time of purchase, if you did not purchase online). It is your responsibility to inform us immediately of any changes to your contact details, whether before or after receipt of tickets and/or associated products or services. Please ensure that you provide us with a valid email address as this is our preferred method of contacting you. You should also be aware that your email mailbox settings may treat our emails as junk, so remember to check your junk and/or spam folders.

9. Ticket Delivery

Delivery options differ based on the event. Please carefully review the delivery options offered during the purchase process. You must comply with any rules associated with your ticket as indicated in your Order Confirmation—for example, whether you need to display your ticket digitally or print it at home.

You are responsible for confirming receipt of the tickets prior to the event and promptly notifying us regarding any issues.

We aim to dispatch paper tickets as soon as possible. We are not able to specify the exact dates of dispatch, as the arrangements for dispatch depend on several factors, including when we are in possession of the ticket stock used for a particular event. For some events, we receive ticket stock from the Event Organiser very close to the event date.

Please allow as much time as possible for your tickets to arrive. If your paper or digital tickets have not arrived or are not available by five (5) days before the event (or five (5) days before you depart for the event, if earlier), or if you receive a notification of a failed delivery at any time, you should contact us using our [Customer Help Portal](#) for instructions (stating your name, reference number and postcode that the order is made under).

You are responsible for providing a safe and secure delivery address and ensuring that you are available to take delivery of your tickets (whether by mail or electronic delivery). We are not liable, and you will not be entitled to any refund, if delivery is refused, returned, missed, unclaimed, or fails as a result of your failure to (1) provide correct and complete delivery information, (2) ensure you are available to receive delivery of tickets, and/or (3) download tickets from your Ticketmaster account.

We reserve the right to make tickets available for collection at the box office or another designated ticket collection point in lieu of other methods of delivery. You may be required to provide your booking confirmation email and your photo ID to collect tickets, as well as the credit or debit card used to make the order.

If you purchase “e-delivery” tickets and Ticket Transfer functionality (as described below in Section 14) is not available, then all guests under your booking must enter the event at the same time as you. In such circumstances, print outs of pdfs of tickets shall not be accepted for entry.

10. Tickets and Non-Ticket Purchases

Delivery: Non-ticket elements of your purchase, including (without limitation) products and/or services, (“add-ons”) are produced and fulfilled by the Event Organiser. The Event Organiser is responsible for the delivery and quality of add-ons. We accept no responsibility or liability for the delivery or quality of any add-ons, except to the extent that they are produced and/or fulfilled directly by us. If you have any queries or complaints regarding add-ons, please contact the Event Organiser directly (or [Contact Us](#) and we can connect you with the Event Organiser).

Refunds: If you have purchased any add-ons associated with an event which has been cancelled, rescheduled or materially altered and a refund of the tickets is due to you in accordance with Section 15, unless the add-on is (1) a product and has already been delivered to you or, (2) an excluded add-on as set out below; we will also refund you the sale price of such add-ons purchased from us. Nothing in this Section 10 shall operate to exclude your statutory right to cancel orders for add-ons other than the following add-ons which are excluded (“excluded add-ons”):

- any travel, catering, transport or services relating to leisure activities, to be provided on a specified date or during a specified period;
- any products that are made to your specifications or are clearly personalised;
- any sealed audio or sealed video recordings or sealed computer software, if such goods become unsealed after delivery;

- any digital downloads you purchase during the fourteen (14) days immediately before the date of release or at any time on or after the release date, in which case at the time of purchase you will have agreed for the digital download to be provided to you before the expiry of usual statutory cancellation period and will have acknowledged that your right to cancel will be lost; and/or
- any goods which are liable to deteriorate or expire rapidly.

Excluded add-ons, you have the right, without giving any reason, to cancel such part(s) of your online order that relate to the following add-ons, within seven (07) days of the date of purchase of such product (or within such longer period as may be specified in the relevant Event Organiser's terms and conditions).

To meet the relevant cancellation deadline, you should notify us before the cancellation period (set out above) has expired. Please note, you are not entitled to cancel your associated ticket purchase in such circumstances. To cancel your purchase, you should notify us by using our [Customer Help Portal](#).

Once you have notified us and if you have received the add-on (or if it has already been dispatched and you don't reject delivery of the same), you must return the add-on as follows:

- if the add-on has been provided to you by an Event Organiser - you must send the add-on back to the relevant Event Organiser, to such address as notified by us to you or as displayed on our website; or
- if the add-on has been provided to you by Ticketmaster - you must send the add-on back to us at Ticketmaster, 410, Bacaetava Street, 7th floor, Vila Gertrudes, São Paulo-SP, 04.705-010 (or such other address as notified to you by us).

Returns must be sent no later than fourteen (14) days from the day on which you notify us of your wish to cancel and you should obtain proof of sending.

If you cancel a purchase under this Section, we will generally refund you the price paid for the relevant cancelled add-on, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). However, if there is a loss or reduction in value of the relevant add-on as a result of unnecessary handling by you, you may only be offered a proportionate partial refund to reflect any diminished value resulting from your handling of the add-on (other than such handling that is necessary to establish the nature, characteristics and functioning of the goods).

We will refund under this Section using the same means of payment as you used for the initial purchase after:

- we or the relevant Event Organiser receives the relevant add-on back from you; or
- you provide evidence that you have returned the goods; or
- that we are informed about your decision to cancel your purchase, if there were no goods supplied.

11. Errors

We work hard to ensure our Marketplace is accurate and bug-free, but errors can happen. We are not responsible for any typographical or system errors within the inventory listed for sale. Examples of errors include (without limitation) incorrect ticket pricing, ability to order a ticket before its scheduled on-sale or presale date or before it was supposed to have been released for sale, or incorrectly processed refund.

If we discover an error while processing your order, we will inform you as soon as possible. We may cancel your order and issue a full refund, or we may give you the option of confirming your order with the correct information, for example, at the correct price (in which case we will credit or debit you as applicable). If we are unable to contact you to confirm your order, you agree that we may treat the order as cancelled and issue you a full refund, without any further liability or communication. We have the right to cancel the ticket regardless of whether the error occurred because of human error or a malfunction of the Marketplace or other system. We will not be liable for travel or any other expenses that you, or anyone else, incurs in connection with Marketplace errors.

If you receive a refund that was processed in error or exceeds the original amount paid, we can recharge the original method of payment used at time of purchase.

It is your responsibility to check your Order Confirmation and Tickets promptly upon receipt. Please [Contact Us](#) immediately if there is a mistake or error with your tickets, or if you don't receive your tickets as ordered and/or as described in your Order Confirmation. Mistakes cannot always be rectified.

12. Opening Acts, Understudies, and Multi-Performer Events

Opening acts, guests, or support acts (each an "Opening Act") sometimes tour with headlining performers. We are not always made aware of Opening Acts or the length of their performances.

Performers in multi-performer events (such as festivals), individual members of a band, actors or comedians in theatre performances, athletes on a sports team, supporting cast, team members, or guest speakers (each a "Participant") and Opening Acts are subject to change or cancellation at any time without notice. No refund will be given due to a change in or cancellation of a Participant or Opening Act.

13. Seating

Venue layout and seating maps are for guidance only, reflect the general layout of a venue and are subject to change at any time. An alternative seat or area comparable (in our sole discretion) to that initially allocated to you or specified on the tickets may be provided. You are not eligible for a refund based on changes to a venue or seating map or if your seat or area changes as a result of changes to the venue or layout after purchase.

Tickets for accessible seating are reserved solely for fans with disabilities and their companions and are subject to additional terms and conditions as disclosed during purchase. Your tickets may be cancelled if you abuse this policy.

14. Ticket Transfer

Ticket Transfer allows you to transfer (send) your tickets digitally to your friends or family. Merchandise, VIP package elements, fan club memberships, and ticket insurance originally

purchased or included with the ticket are not transferable. Ticket Transfer is not available for all events.

You must have an active account in order to send a ticket via Ticket Transfer. Read our [Guide to Digital Tickets](#) for a step-by-step guide on transferring, accepting, and cancelling a Ticket Transfer. You should know and trust the individual you are transferring tickets to before you transfer them. Recipients of transferred tickets must be at least 14. Please note that once a recipient has accepted a transfer, the transfer cannot be cancelled or reversed. If a ticket is transferred multiple times using Ticket Transfer, only the ticket from the most recent Ticket Transfer will be valid for entry; all previous ticket barcodes will be cancelled.

Ticket Transfer facilitates use of your ticket by another person. The purchase contract remains with you, so only you are eligible for refunds or credits—not the recipient of a Ticket Transfer. Ticket Transfer recipients must agree to this Policy.

For cancelled events, the original purchaser will receive any available refund or credit, and no additional action is needed from the recipient of the transferred tickets. For postponed, rescheduled, or moved events, recipients of the transferred tickets will need to transfer the tickets back to the original purchaser to enable the original purchaser to take advantage of any available refund and/or credit options. Once the tickets have been transferred back to the original purchaser, the original purchaser will need to contact Fan Support to complete their request. **Please see Section 15 and Section 16 below, for more information on when refunds and/or credits may be available.**

We reserve the right to cancel transferred tickets at any time if we determine that they were obtained fraudulently or in violation of our Terms or Other Policies.

15. Cancelled, Postponed, Rescheduled, or Moved Events

Event date, time, and location are subject to change. Occasionally, Event Organisers cancel or postpone events or reschedule or move events to a different date or materially different time or venue. We have no control over these changes. **We are not liable for travel, accommodation, hospitality, or any other expenses that you or anyone else incurs in connection with a cancelled, postponed, rescheduled, or moved event.**

Notice of cancellation/postponement: If your event is cancelled, postponed, or materially altered, we will use reasonable efforts to notify you regarding the status of the event, and inform you of any refund, credit, or exchange procedures once we have received the relevant information and authorisation from the Event Organiser. For exact instructions for a specific event, please check the event information online and in your account (which will include the most current information on the status of the event) or [Contact Us](#).

While we will make reasonable efforts to notify you regarding any changes as soon as we have the relevant information and authorisation from the Event Organisers, it is your responsibility to check (1) whether an event has been cancelled, postponed, rescheduled, moved or otherwise altered, and (2) the location, date and time of any moved or rescheduled event.

A. Cancelled Events

If an event is cancelled in full by the Event Organiser (and not rescheduled), your order will be cancelled, and you will be refunded the price of your tickets or packages. If you have purchased tickets or packages for an event that takes place over several days and one or

more days (but not all days) are cancelled, you may only be offered a proportionate partial refund.

B. Rescheduled, Postponed and Materially Altered Events

If an event is rescheduled, postponed or materially altered, tickets or packages will usually be valid for the new date or altered event (or you will be offered tickets or packages of a value corresponding with your original tickets or packages for the rescheduled or altered event, subject to availability).

If you notify us within the specified deadline that you are unable to attend the rescheduled event, or don't wish to attend the altered event, you will be able to cancel your order and obtain a refund of the price of your ticket or package. If we don't specify a deadline, the deadline by default will be 48 hours before the date of the rescheduled or altered event. Failure to notify us by the applicable deadline that you are unable to attend the rescheduled event, or don't wish to attend the altered event, will be deemed to be a reconfirmation of your order for ticket or package for the rescheduled or altered event, and you will not be able to claim a refund.

A "material alteration" is a change (other than a rescheduling) which, in our and the relevant Event Organiser's reasonable opinion, makes the event materially different to the event that ticket purchasers could reasonably expect. Examples of occurrences which don't constitute a "material alteration" include: changes to Opening Acts or Participants (as defined in Section 12); curtailment of the event where the majority of an event is performed; and delays to the start of the performance.

Where an event is cancelled, service charges and handling and delivery fees may be non-refundable. Where an event is rescheduled or materially altered, services charges, and handling and delivery fees are non-refundable.

Please see Section 10 in relation to refunds of add-ons purchased with an event which has been cancelled, rescheduled or materially altered.

For more information on how refunds work, see Section 16.

16. Refunds

All sales are final. Refunds are only available in limited circumstances, based on policies set by the Event Organiser. Before buying tickets, carefully review your event and seat selection, and only order tickets if you are certain you want them.

If your event is eligible for refunds (see also Section 10 and Section 15 above), here's what will happen:

- We will issue a refund of the ticket price you paid, any additional add-ons or upgrades (such as parking) excluding add-ons which are (1) a product that has already been delivered to you, or (2) excluded add-ons.
- We will not refund merchandise purchases, Fan Club membership fees, or any other amounts.

- If the Event Organiser offers you a choice of either a refund or a credit, you cannot get a partial refund; whatever selection you make (i.e., refund or credit) will apply to your entire order and cannot be split between refund and credit.
- The refund will be processed to the original method of payment used at the time of purchase. We cannot issue a refund to a different credit or debit card.
- The timing of your refund will vary depending, for example, on whether we have your up-to-date payment information on file.
- **Requests for a refund or credit are final and cannot be changed once initiated.**

For any ticket insurance refunds, please contact the [insurance provider](#).

If your account (or accounts) has an outstanding balance owed to us, we reserve the right to hold refunds for your account(s) until no outstanding balance remains.

You agree that you won't try to circumvent any of our refund policies. This means that you agree not to seek a refund, and not to seek a "chargeback" from any credit card or payment company you used to purchase tickets where these terms don't entitle you to a refund. If you do, we can cancel your tickets immediately. We may also refuse to honour pending and future ticket purchases made from the credit card account or online account on which chargebacks were made, and we may prohibit future purchases by you—or the person in whose name the credit card account exists, or any person associated with the credit card or online account.

17. Promotions

Tickets may not be used for advertising, contests, sweepstakes, or other promotional and marketing activities (or for other such similar commercial gain) unless authorised by us in writing.

Tickets may not be combined with any hospitality, travel or accommodation service and/or any other merchandise, product or service to create a package for sale or other distribution, unless formal written permission is given by us and the relevant Event Organiser in advance.

18. Limitation of Liability

- Under no circumstances shall we be liable for death or personal injury suffered by you or your guests arising out of attendance at an event, unless caused by our negligence. Neither shall we be liable for any loss or damage sustained to your property or belongings, or those of any guests under your booking, attending an event.
- Neither we nor any relevant Event Organiser shall be responsible or liable to you for any loss of enjoyment or amenity, including (without limitation) where an event has been cancelled, rescheduled or altered.
- Neither we nor any relevant Event Organiser shall be responsible or liable to you (and you will not be entitled to any refund) if admission to a venue or event is refused or revoked at any time as a result of your breach of any Event Organiser's terms and conditions.
- We will not be liable to you for failure to perform any of our obligations to the extent that the failure is caused by a force majeure event (meaning any cause beyond our

reasonable control including (without limitation) acts of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, pandemic, strike, lock out, weather, third party injunction, national defence requirements, acts or regulations of national or local governments). This clause does not affect the terms of any clauses specifically providing for a right of refund as set out in our Other Policies.

Please see the Limitation of Liability section (Section 8) in the Terms for additional limits on our liability.

19. Protect Your Tickets

Tickets cannot be replaced if they are lost, stolen, or damaged.

Don't post pictures or details of your tickets online as this may allow third parties to counterfeit your tickets or otherwise compromise the integrity of the tickets. We will not be liable if you are refused entry to the event as a result.

20. Resale of Tickets

The User shall not resell or transfer their tickets if forbidden by law or by any Event Organiser Rules.

If you unlawfully resell (or attempt to unlawfully resell) tickets—including (without limitation) selling counterfeit or copied tickets—we can seize and cancel the tickets without compensation. We can also cancel your account and prohibit you from purchasing or selling tickets in the future.

21. Attending Events

You agree to comply with all the Event Organiser's applicable rules, policies, terms, and conditions ("Event Organiser Rules"). A ticket is a personal revocable licence which may be withdrawn and admission may be refused. Breach of Event Organiser Rules will terminate your licence to attend the event without refund. The Event Organiser has the right to refuse admission to or eject for reasons of public safety —without refund of any amount paid—any person whose conduct management deems likely to cause damage, is unsafe, disorderly, vulgar, or abusive, or who otherwise fails to comply with Event Organiser Rules.

There may be entry or use restrictions. Please read all notifications and information regarding the event you plan to attend. We are not responsible if you or any guests are refused admission because of a failure or inability to comply with entry or use restrictions (e.g., no proof of minimum age, failure to comply with public health measures). Unless expressly authorised by the Event Organiser, there will be no pass-outs or re-admissions of any kind.

You are subject to search. You and your belongings may be searched on entry to the event. You consent to such searches and waive any related claims that may arise. If you elect not to consent to such searches, you may be denied entry to the event without refund or other compensation. Under certain Event Organiser Rules, certain items may not be brought into the premises, including (without limitation): firearms, offensive weapons, alcohol, drugs, controlled substances, cameras, recording devices, laser pointers, strobe lights, irritants (e.g., artificial noisemakers), bundles, and containers.

Events may expose you to loud music or noise which may damage your hearing, and to special effects, which may include sound, audio-visual, pyrotechnic effects or lighting effects and which may not be suitable for those with photosensitive epilepsy, or similar conditions. We advise you and all guests to wear adequate protection at events.

Events are public and you may be recorded or photographed. You agree that the event for which you purchase tickets is a public event, that your appearance and actions inside and outside the venue where the event occurs takes place in a public setting, and therefore your expectations of privacy at our event will reflect this. By attending an event, you and other guests understand that you may be photographed, filmed and/or recorded in relation to the event and/or for safety and security, including (without limitation) filming by the police. You and other guests understand that resulting photographs, videos, audio recordings and/or audiovisual recordings may be used by us in any and all media for our promotional, development and security purposes at any time throughout the world.

Advertised start times of events are subject to change. Also, door opening and closing times are not indicative of the performance's start or end time, or when an artist is scheduled to play or the length of the artist's performance. These decisions are at the sole discretion of the Event Organiser and are subject to change.

Admission is not guaranteed for late arrivals. Generally, every effort to admit latecomers will be made at a suitable break in the event, but admission is not guaranteed.

Some events may prohibit photography and recording by you. The unauthorised use of photographic and/or recording equipment at those events is prohibited. Any unauthorised photos, videos and/or recordings may be destroyed or deleted. The use of drones or similar equipment for any reason in, at or near the event venue is strictly prohibited.

If you're attending a virtual event, you may view the virtual event solely for your own personal purpose. You may not record, copy, publicly exhibit, transmit, or distribute any virtual event through any means, resell views of any virtual event, or allow others to log into your account for the purpose of watching a virtual event.

22. General

We may update this Purchase Policy and our Other Policies from time to time to reflect changes in our Marketplace or how we do business, for legal, regulatory, or security reasons, to promote a safe and secure experience on our Marketplace, to prevent abuse of or harm to our Marketplace, or for other reasons. If we revise this Purchase Policy, we will update the "Effective" date at the top. Any changes we make will be effective immediately upon posting. Once the updated Purchase Policy is in effect, by continuing to use the Marketplace after that date, you agree to the changes.

If any part of this Purchase Policy is not valid or enforceable, then that provision shall be deemed severable, meaning it will not affect the validity or enforceability of any remaining provisions.

If you don't comply with this Purchase Policy, and we don't act right away, that doesn't mean we're giving up any rights now or in the future.

In this Purchase Policy, the section headings are used for reference and convenience only and are not legally binding.

If you see an undefined term in this Purchase Policy, it has the same definition as in the Terms.

23. Questions

Still have questions? Please [Contact Us](#). We'll be glad to help.