

# Pre-Order Agreement

These event tickets pre-order terms and conditions (the "Agreement") are entered into by and between the purchaser ("you" or the "Customer") and COZMOZONE INC. ("we," "us," or the "Organizer"). By placing a pre-order for event tickets (the "Tickets"), you agree to be bound by these terms and conditions.

## 1. Pre-Order Reservation

By placing a pre-order for the Tickets, you are making a reservation to purchase the Tickets for the event (the "Event"), subject to availability and your compliance with this Agreement. You acknowledge that the Organizer has not yet made the Tickets available for sale and that the Organizer may make changes to the Event's date, time, venue, or other details before the official ticket release.

## 2. Payment

You agree to provide valid and up-to-date payment information at the time of placing your pre-order. You authorize us to charge your credit card or other payment methods for the total purchase price of the Tickets, including applicable taxes and fees. Your payment will be processed immediately upon placing your pre-order, and we will issue a confirmation email acknowledging receipt of your payment.

### 1. Full Price Payment

You have the option to purchase Tickets at full price at the time of booking.

### 2. Deposit Payment

Alternatively, you may choose to place a deposit of 20% ("Deposit") of the ticket price. By choosing the deposit option, you agree to the payment terms outlined.

### 3. Balance Payment

If you select the deposit option, you acknowledge and agree that the remaining balance of the ticket price will be automatically collected from the payment method provided at the time of booking, 30 days before the event date.

## 3. Ticket Distribution

We will use reasonable efforts to make the Tickets available for distribution on or before the estimated distribution date communicated to you at the time of your pre-order. However, you acknowledge and agree that the distribution date is only an estimate and is subject to change. We will notify you of any changes to the estimated distribution date as soon as reasonably practicable.

## 4. Cancellations, Refunds, and Modifications

You may not cancel your pre-order. We reserve the right to modify or cancel your pre-order in our sole discretion, in which case we will issue a refund of the purchase price paid.

## **1. Refund of Surcharge**

In the event of a cancellation of your ticket, you will be entitled to a refund of the ticket price, minus a non-refundable surcharge of 10% ("Surcharge") of the ticket price.

## **2. Cancellation by Buyer**

Tickets cannot be canceled or refunded within 30 days of the event date.

## **5. Event Changes and Cancellations**

The Organizer reserves the right to make changes to the Event, including but not limited to, date, time, venue, or lineup. In the event of a cancellation or significant change, we will attempt to notify you using the contact information provided during the pre-order process. Refunds will be offered in accordance with our standard refund and exchange policy and applicable laws in Section 4 above.

## **6. Limitation of Liability**

Our liability to you in connection with your pre-order or the Event is limited to the amount you paid for the Tickets. We are not responsible for any personal injury, property damage, or other losses that may occur as a result of attending the Event.

## **7. Governing Law**

This Agreement shall be governed by and construed in accordance with the laws of the jurisdiction in which the Organizer is registered (Florida, USA), without regard to its conflict of law principles. Any disputes arising from or relating to this Agreement shall be subject to the exclusive jurisdiction of the courts located in that jurisdiction.

## **8. Entire Agreement**

This Agreement constitutes the entire agreement between you and the Organizer with respect to your pre-order of the Tickets and supersedes all prior or contemporaneous understandings, whether written or oral, regarding such subject matter.

# **No Refund Policy for Event Ticket Sales**

Effective Date: May 3rd, 2024

This No Refund Policy ("Policy") governs all ticket sales for events organized and hosted by COZMOZONE INC. ("Organizer") in the United States. By purchasing a ticket to any event organized by the Organizer, you ("Attendee") agree to abide by the terms and conditions set forth in this Policy.

## **1. No Refunds:**

All ticket sales are final and non-refundable. Once a ticket is purchased, no refunds will be provided under any circumstances, including but not limited to cancellation, postponement, or rescheduling of the event, unless explicitly stated otherwise by the Organizer.

## 2. Event Closure:

In the event that an event is canceled or postponed due to circumstances beyond the Organizer's control, such as but not limited to acts of nature, government regulations, or public health concerns, the Organizer reserves the right to determine whether refunds will be issued. However, if the event is still scheduled to proceed as planned and the Attendee chooses not to attend, no refunds will be provided.

## 3. Ticket Transferability:

Tickets purchased for events organized by the Organizer are generally non-transferable. Attendees may not resell or transfer their tickets to another individual without the prior written consent of the Organizer. Any unauthorized resale or transfer of tickets may result in the cancellation of the ticket without refund.

## 4. Exceptional Circumstances:

In exceptional circumstances, such as a demonstrable error on the part of the Organizer or other extenuating circumstances, the Organizer reserves the right to consider refund requests on a case-by-case basis. However, the decision to grant a refund in such circumstances is solely at the discretion of the Organizer and is not guaranteed.

## 5. Contact Information:

For inquiries or requests regarding this Policy or ticket sales, please contact [hello@mounirproducts.us](mailto:hello@mounirproducts.us).

## 6. Amendments:

The Organizer reserves the right to amend or modify this Policy at any time without prior notice. Any changes to this Policy will be effective immediately upon posting on the Organizer's website or other official channels. By purchasing a ticket to any event organized by the Organizer, Attendees acknowledge that they have read, understood, and agreed to the terms and conditions of this Policy.