

Refund/Exchange Policy:

We offer a full refund on tickets to events or other physical products we sell up to 48 hours prior to the event. Charitable donations are not refundable. Please contact info@chicagomediaproject.org to discuss your return.

Order Cancellation Policy:

Please submit any **cancellation** via email to info@chicagomediaproject.org with CANCELLATION in the subject line

Email cancellations must contain the following: First name, last name, order number, and email address. This information must be identical to the information originally submitted on your order. Please provide contact information so that we may contact you if we have questions in regards to canceling your order.

Every effort will be made to accommodate the cancellation of your order, providing your order has not been charged and/or shipped out. In the event that a cancellation was submitted (via email or phone), and your order was shipped out after, we will gladly refund the complete balance charged including shipping. However, if the cancellation was documented as received after the order was shipped, we will refund the merchandise total less shipping.