



Thank You Gift Return Policy

KVIE Public Television is a non-profit organization. We do our best to get you the thank you gift(s) you requested. Items returned to KVIE opened cannot be reused. If a refund is given and you have paid via credit/debit card, the credit (refund) will be issued on that same card.

Thank You Gift (non-ticket items) Guidelines

- Unopened thank you gifts may be returned within 45 days from original shipment date for a refund of the donation.
- Opened items returned within 45 days from original shipment date will receive either a replacement of the same item or a refund of the donation less the cost of shipping expenses and fair market value of the item.
- Items returned to KVIE beyond 45 days from original shipment date will not be considered for refund or credit.
- If you have questions please email or call KVIE Donor Services before you remove an item's packaging.

Event Ticket Guidelines

KVIE does not give refunds for ticketed events if the event is occurring at the scheduled date and time. KVIE pays a significant amount to secure tickets, sometimes the best seats available and cannot be in a position to resell tickets.

Ticket Reprints

- Lost, missing, or damaged tickets should be reported to KVIE Donor Services by email or phone so arrangements can be made with the venue and box office.
- If you report lost, missing, or damaged tickets, KVIE will not automatically send another pair of tickets as a replacement. (Each ticket has a bar code and may only be used once). Instead, the original tickets are reprinted and made available at the respective venue's Will Call window on the day of the concert per venue agreement
- Reprinted tickets will be for the same seats that the original tickets were for and the original tickets will be inactivated by the venue.
- If a reprint request has been made, the original tickets will be invalid.

Canceled events

If an event is cancelled by the venue or artist, KVIE will determine options based on issues such as "is the concert being rescheduled?" Once we know the options available we will communicate them to you as soon as possible.

To contact KVIE

email: member@kvie.org

phone: (800) 347-5843