

ATTENDEE TERMS: SELLING MAIN EVENT REGISTRATION

Selling and transferring registrations are *only for the main event registration*. There are no refunds, selling, or transferring of any add-on items like a Jump Start class or SYNC Pass.

TO SELL/TRANSFER A MAIN EVENT REGISTRATION:

- Complete this [online form](#) to inform SYNC that you need to sell your main event registration pass and/or initiate the SYNC Transfer process.

How much is my refund?

- When someone purchases your registration, you are refunded the amount that you sold your registration pass for less a \$30 transfer fee and any discount fees that you passed along. Discount fees (i.e. special promos, sales, SYNCwithFriends referrals, etc.) will be deducted from the amount refunded.
- NO promotions, coupons, or discounts will be processed for the buyer when selling your ticket. For example, if you had a \$50 discount because you signed up during a sale (i.e. the 5-day sale), that discount will not be forwarded to the buyer of your ticket. These were limited-time benefits that were made available to you for registering during that time frame and have essentially expired at this time. If you choose to pass along the promotional savings it will be deducted from your refund amount in addition to the transfer fee of \$30.

I've sold my registration through the transfer system, when will I get my refund less the \$30 transfer fee?

- Upon completed registration and receipt of payment from the person buying your pass, a refund will be generated for the amount the pass was sold for less a \$30 transfer fee and any discount fees that were passed along to the buyer within 5-7 business days.

How will I receive my refund?

- Refunds will be issued to the credit card on file that was used for your original payment.
- Some credit card companies do not allow refunds if it has been longer than 90-120 days since your initial payment. If this is the case, SYNC will cut a company check and send it via USPS.
- If you have had an address change in 2023, please login to your SYNC Account to update your address or send your updated address to you.rock@syncrocks.com. There will be additional fees should a second check need to be sent due to outdated information.**

Terms for Registration Transfers

- ONLY THE MAIN EVENT REGISTRATION can be sold. Jump Start classes, meal tickets, additional SYNC passes or any other add-on including but not limited to Purchase Protection, is not eligible to be sold or transferred.
- All registrations being sold must be approved by SYNC and processed through SYNC's system including all payments (from the buyer) and refunds (to the seller).
- All approved registration passes to be sold must be finalized no later than 12/31/2023.**
- No registrations can be transferred to a future SYNC Conference Event.
- \$30 transfer fee will be required and deducted from the seller's refund.
- NO promotions, coupons, or discounts will be processed for the buyer when selling your pass. For example, if you had a \$50 promo code, provided by SYNC, a vendor, or a friend in the SYNCwithFriends Referral Program, that discount will not be forwarded to the buyer of your pass. These were limited-time benefits that were made available to you for registering during that time frame and have essentially expired at this time. If you choose to pass along the promotional savings it will be deducted from your refund amount in addition to the transfer fee of \$30.
- If you used a friend's SYNCwithFriends Referral Program discount code, that person will forfeit their \$50 cash-back benefit since you will not be attending.
- SYNC reserves the right to update the SYNC Transfer policy and terms as needed without direct notification. Terms are accessible via www.SYNCrocks.com.

IMPORTANT:

- If you have any questions during this process you can email you.rock@syncrocks.com for help