TERMS AND CONDITIONS

Campaign “More events. More benefits with Visa.”

Visa × iTicket

These Terms and Conditions govern the promotional campaign organized by iTicket with the support of Visa.

By participating in the campaign, users confirm that they have read, understood, and accepted these Terms and Conditions.

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1. Campaign Organizer

The campaign is organized by:

S.R.L. EVO IT ONLINE / iTicket
Republic of Moldova, Chisinau
Website: **www.iticket.md**

The campaign is conducted with the support of **Visa International Service Association**.

iTicket acts as the Campaign Organizer and is responsible for administering the promotional mechanisms, communicating them to participants, and handling campaign-related requests.

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2. Campaign Concept

The campaign is communicated under the concept:

“More events. More benefits with Visa.”

Campaign message:

Choose your event. Pay with Visa. Save!

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3. Campaign Period

The campaign begins on the date officially communicated by the Organizer and continues during the approved campaign period or until the promotional budget is exhausted, as applicable.

The exact start and end dates will be communicated through iTicket's official channels.

If the budget allocated to a specific promotional mechanism is exhausted earlier, the Organizer may suspend or terminate that mechanism, while informing users accordingly.

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4. Territory and Channels

The campaign is conducted in the **Republic of Moldova** and applies exclusively to eligible online transactions.

The campaign is available through:

- the **iTicket.md** website;
- the iTicket application for **iOS** and **Android**.

The campaign applies exclusively to **e-commerce transactions**.

The promotion does not apply to purchases or payments made physically at ticket offices, cash desks, or other offline points of sale.

Technical processing of eligible transactions is performed through the integrated **CyberSource** infrastructure.

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5. Eligibility

Any user may participate in the campaign if they:

- use the iTicket platform;
- hold an eligible Visa card;
- complete an eligible transaction during the campaign period;
- comply with the conditions of the applicable promotional benefit.

Participation is intended exclusively for users using eligible Visa payment methods.

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6. Mechanism 1

10% discount when saving a new Visa card

Users who add and save a **new Visa card** in their iTicket account

receive:

10% discount on the first purchase made with that saved Visa card.

To receive the discount, the user must:

1. log in to their iTicket account;
2. add an eligible Visa card;
3. save the card in the account;
4. make the first eligible purchase using the newly saved Visa card;
5. successfully complete the transaction.

The **10% discount** is granted **once only**, on the first eligible transaction made with the newly saved Visa card.

The discount cannot be converted into cash, transferred to another person, or granted retroactively for transactions completed before the card was saved.

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7. Mechanism 2

3% cashback via Apple Pay and Google Pay

For eligible purchases made through **Apple Pay or Google Pay**, using an eligible Visa card, the user receives:

3% cashback.

The cashback is not provided as an instant discount at the time of payment.

The 3% amount is calculated based on the eligible transaction and is subsequently credited to the user's **iTicket account**.

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8. Use of Cashback

Cashback accumulated in the iTicket account may be used for future purchases on the iTicket platform.

The user:

- does not need to accumulate a minimum amount before using the cashback;
- may use the full available amount;
- may use only part of the available amount;
- may use the balance for future eligible purchases, including tickets and other products available within the iTicket ecosystem.

The promotional balance is valid for:

12 months from the date it is credited.

After the validity period expires, any unused promotional amount may expire.

Cashback is a promotional benefit credited to the iTicket account and cannot be withdrawn or requested in cash.

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9. Apple Pay and Google Pay

To receive cashback, payment must be made via:

- **Apple Pay**, using an eligible Visa card; or
- **Google Pay**, using an eligible Visa card.

Using Apple Pay or Google Pay with a card issued under another payment network does not qualify for participation in this campaign.

The card used must be a Visa card.

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10. Technical Availability

The campaign is available subject to the technical availability of the relevant features on iTicket platforms.

Campaign features are available on:

- the iTicket website;
- the iTicket application for iOS;

- the iTicket application for Android, to the extent that the required features are technically available.

The Organizer may update feature availability depending on technical developments and platform implementation.

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11. Promotional Channels

The campaign may be promoted through:

- banners on iTicket.md;
- pop-ups and dynamic messages;
- the iTicket application;
- push notifications;
- newsletters;
- Meta Ads;
- Facebook;
- Instagram;
- editorial articles and materials;
- other approved proprietary or partner channels.

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12. Application of Benefits

Promotional benefits are granted exclusively to transactions that fully comply with the campaign mechanisms.

Before completing the transaction, the user must verify the information displayed on the platform regarding:

- final price;
- applicable discount;
- payment method;
- available cashback;
- any other applicable conditions.

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13. Situations in Which Benefits Are Not Granted

The discount or cashback will not be granted if:

- a non-Visa card is used;
- the transaction is not eligible;
- the transaction is not successfully completed;
- the transaction is made offline;
- the transaction is cancelled;
- the payment is refunded;
- the card is not saved in accordance with the applicable mechanism;
- Apple Pay or Google Pay is used without an eligible Visa card;
- the campaign or relevant mechanism has ended;
- the promotional budget allocated to the benefit has been exhausted;
- there are reasonable suspicions of fraud or abusive use.

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14. Cancellations and Refunds

If a transaction that generated a promotional benefit is cancelled or refunded, the Organizer may cancel or withdraw the benefit associated with that transaction.

If cashback has already been credited to the account, the corresponding amount may be deducted from the user's promotional balance.

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15. Fraud and Abuse Prevention

The Organizer reserves the right to verify participating transactions.

Transactions may be excluded from the campaign if they are associated with:

- attempted fraud;
- artificial or simulated transactions;
- repeated cancellations intended to obtain promotional benefits;
- artificial creation of multiple accounts;
- manipulation of the promotional mechanism;
- other actions contrary to the purpose of the campaign.

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16. Personal Data Protection

User data will be processed in accordance with applicable legislation and iTicket's privacy policies.

Card and payment information is processed through the technical infrastructure and authorized payment service providers involved in transaction processing.

iTicket will not publicly disclose financial data or information regarding individual user transactions for promotional purposes.

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17. Campaign Changes

The Organizer may modify certain elements of the campaign, including the schedule, mechanism, communication channels, or availability period, subject to the necessary approvals.

Any relevant changes affecting users will be communicated through iTicket's official channels.

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18. Suspension or Termination

The campaign or any of its mechanisms may be suspended or terminated early in situations including:

- exhaustion of the promotional budget;
- technical issues;
- inability to process benefits correctly;
- suspicions of fraud;
- circumstances beyond the Organizer's reasonable control;
- other situations preventing the normal operation of the campaign.

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19. Complaints and Support

For questions regarding:

- transaction eligibility;
- application of the discount;
- cashback crediting;
- promotional balance;
- other campaign-related matters,

users may contact iTicket support through the official channels available on **www.iticket.md**.

To verify a request, users may be asked to provide information regarding the order or transaction, without being required to provide full card details.

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20. Acceptance of Terms and Conditions

Participation in the campaign implies acceptance of these Terms and Conditions.

Users are encouraged to review the latest version before completing an eligible transaction.

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21. Final Provisions

The campaign is conducted in accordance with the applicable laws of the Republic of Moldova.

These Terms and Conditions will be available on **iTicket.md** throughout the campaign period.

Visa × iTicket

More events. More benefits with Visa.

Save Visa. Pay easily. Get more benefits.