

## **FULFILLMENT – WHAT TO DO IN CASE OF UNDELIVERED WRISTBANDS**

In case you didn't get your wristbands in your mailbox in time before your departure to the festival, please fill in this short form so we will know about your problem and processing of it on spot will take much shorter time.

<https://goo.gl/forms/gV49rmSYKEzNJYuS2>

The wristbands sent to you will be deactivated and we will issue you new ones on spot. BEWARE, your tickets are invalid at this point so they won't work in the regular swap for wristbands, you have to go straight to our CUSTOMER CARE booth – you will get your new wristbands there. Customer care opens on Tuesday at noon and will be open nonstop. If possible please come check in all the wristbands at once and have your order ID ready, so no time is wasted on searching for the order number.