	Document:	Sales FAQ	Organization:	VTEX DAY
	Version:	1.0	Last updated:	11/18/2024

TICKETING FAQ

Well aware that your time is valuable, we've listed below the main topics that we believe are vital for your purchase. Nevertheless, please read this document in full.

1. EVENT INFORMATION (DATE, LOCATION, TIME...)

- **The event will be in-person? Will there be an online option?**

VTEX DAY 2025 will be 100% in-person, and there will be no live stream.

- **Where will it take place?**

The event will be held at São Paulo Expo, located on Rodovia dos Imigrantes, 1.5 km - Vila Água Funda.

- **What are the dates?**

The event will take place on June 2 and 3, 2025.

- **How many days will the event last?**

It is a 2-day event – June 2 and 3, 2025.

- **What time does the event start?**

The event starts at 9:00 a.m.

- **What time does the event end?**

The event ends at 8:00 p.m.

- **Until what time can I check in?**


Check-in will remain open until 6:00 p.m. on both event days.

- **Can minors attend the event?**

1. The event is not intended for minors. However, minors under 18 years old may enter when accompanied by their parents or guardians. VTEX DAY 2025 has no special facilities, amenities, or activities for minors, including recreation areas or diaper changing stations. When entering the event with minors, their parents or guardians must sign a waiver acknowledging that they are aware of this information.

- **Will there be a Certificate of Attendance? How can I get it?**

Links for generating Certificates of Attendance at the event will be sent automatically to registration emails within seven business days. After this period, attendees may download their certificates through the platform where they registered.

	Document:	Sales FAQ	Organization:	VTEX DAY
	Version:	1.0	Last updated:	11/18/2024

2. TICKETS

- **Purchase policy:**

Before completing your purchase, please read our Purchase Policy, Terms and Conditions carefully.

- **Can I buy tickets online?**

Yes, you can purchase your tickets at: www.vtexday.com.br > Tickets button.

- **Can I buy a printed ticket?**

No, tickets are only sold online. But you can print your ticket if you'd like to and bring it to the event.

- **What is the ticket price?**

All pricing information can be found on our website: www.vtexday.com.br

- **Will I receive a confirmation email after buying the ticket?**

Yes, once your purchase is complete, you'll receive confirmation in the same email linked to your account.

- **Can I buy tickets on the event day?**

Tickets are sold exclusively on the website. If tickets are not sold out, a limited number will be available at the box office.

- **For which days is my ticket valid?**

Tickets (VIP or FULLPASS) grant access to both event days and are non-transferable to other people.

- **Can I buy a one-day ticket?**

No, tickets are sold for the full 2-day event only.

- **Until when can I buy tickets?**


Ticket sales end on May 14th or while supplies last.

- **Is there a discount for certain groups?**

Yes, discounts (half-price admission) are available for students, people with disabilities (PWD), teachers, and seniors over 60 years old. Documentation is required during purchase and at the event entrance.

- **Can I buy multiple tickets?**

Yes, there's no purchase limit. During checkout, you can provide details [name, email, and CPF (taxpayer registry identification)], for each ticket as well as a discount coupon when applicable, to manage purchase quantities.

	Document:	Sales FAQ	Organization:	VTEX DAY
	Version:	1.0	Last updated:	11/18/2024

- **Bundle of 5 tickets:**

VTEX DAY offers the option to buy a 5-ticket package (for business customers only). At checkout, the buyer can select the 5-ticket package. Upon payment confirmation, the system will generate 5 promocodes for the buyer to manage their guest access.

- **Bundle of 10 tickets:**

VTEX DAY offers the option to buy a 10-ticket package (for business customers only). At checkout, the buyer can select the 10-ticket package. Upon payment confirmation, the system will generate 10 promocodes for the buyer to manage their guest access.

- **Can I transfer my ticket to someone else?**

Transfers are only allowed for purchases of 2 or more tickets, not for single-ticket purchases.

- **What is the deadline for ticket transfers?**

Transfers can be made until May 30.

- **Can I cancel just one ticket from a multi-ticket purchase?**

No, the entire purchase needs to be cancelled, since the system identifies the purchase and not the number of tickets.

- **I need the electronic invoice (NFe) for my ticket. When will I receive it?**

The electronic invoice (NFe) will be issued and sent to your registered email within seven business days of purchase. If you do not receive it, please contact: credenciamento@vtex.com.

Please note: If a purchase is canceled after the NFe is issued and a refund is requested, a fee will be deducted from the tax amount.

- **Are there discount coupons?**

Yes, all sponsors have discount codes. Check the sponsor list at: www.vtexday.com.br.

- **Does VTEX DAY offer partner discounts?**


Yes, partner discounts can be requested through your VTEX representative and applied during checkout.

- **What payment methods are available?**

Tickets can be purchased via bank slip, debit card, credit card, or cash transfers (pix).

- **Can I cancel my ticket purchase?**

If you regret your purchase or have another reason that prevents you from attending the event, you can cancel your ticket and request a refund through the official ticket sales platform by contacting credenciamento@vtex.com. Please note that cancellations are only processed if they meet the

	Document:	Sales FAQ	Organization:	VTEX DAY
	Version:	1.0	Last updated:	11/18/2024

criteria of our policy, which you have accepted at the time of purchase.

- **What is the cancellation period?**

If you regret your purchase, the refund must be requested within seven days of the purchase date. After seven days, a refund will not be issued. Requests must be submitted by email to credenciamento@vtex.com.

- **Until when can I request a cancellation?**

For purchases made less than seven days before the event, tickets can be canceled only up to four business days prior to the event: May 27, 2025.

- **What is the refund timeline?**

The refund will be processed upon confirmation of payment and cancellation request.

Credit and debit cards: Refunds may vary depending on invoice closing dates and/or the issuer bank. The event organizer will send a request to the card operator, who will then make the refund available according to its deadlines and internal procedures.

Bank slip and cash transfers (pix): bank deposit within 20 business days.

3. TICKET PICK-UP

Tickets purchased through the internet may be picked up at the event venue after registration opens:

Monday, June 2: 9 a.m. – 6 p.m.

Tuesday, June 3: 9 a.m. – 6 p.m.

- **Documents required for pick-up:**

For your safety, tickets for all purchases made via credit card and bank slip can only be collected upon presentation of the following documents: QR Code and order number sent by email after payment confirmation.


- **After pick-up:**

Once you have picked up or received your tickets, they become your responsibility.

- **My ticket is lost/mislaid, damaged, or stolen. What should I do now?**

Don't worry! It is possible to request a reissue of your credential when the originals are lost, stolen, damaged, or erased. The ticket holder can make this request by going to the accreditation desk at the event venue. **Please note: the original ticket will be canceled, and will no longer be valid for entry to the event.**

1. **Lost or mislaid:** The credential reissue service will be available to everyone upon payment of a **replacement fee of BRL 300.00.**
2. **Erased/Damaged:** The credential reissue service will be available to everyone who presents their erased or damaged credential at the accreditation desk. **No additional fees will be charged.**

	Document:	Sales FAQ	Organization:	VTEX DAY
	Version:	1.0	Last updated:	11/18/2024

Theft/robbery: The credential reissue service will be available to everyone who presents a police report proving that the incident occurred in São Paulo State. **No additional fees will be charged.**

THANK YOU FOR JOINING VTEX DAY! HAVE

A GREAT EVENT!