



SPAC Merchandise Policies & Procedures

Restocking / Failure to Pick Up Items Policy

- For all in-person pick up orders, Saratoga Performing Arts Center (SPAC) reserves the right to restock all items in your order(s) without refund if they are not picked up within 60 days from the fulfillment date. You will receive a reminder within the second month following your purchase.
 - Notification Policy: Once your order(s) is fulfilled by Saratoga Performing Arts Center (SPAC), you will receive notice via an automated email from marketing@spac.org with the subject line **Your order is ready for pickup (#9999)**. This email contains directions to our office.
 - If you will be unable to pick up your order within 60 days from the fulfillment date, contact Saratoga Performing Arts Center (SPAC) via marketing@spac.org or by phone at 518-584-9330 x150. Please reference your full name and order number in your message.
 - Present the order email, receipt or valid ID to verify for pickup.

Member Discount Policy

- Eligible for online and in-person purchases (SPAC-produced events only)
- For in-person purchases, please verify your membership by presenting the current year's member merchandise email or event 'Know Before You Go' email.
- Please note that merchandise may not be available for sale at all SPAC-produced events
- Disclaimer: SPAC member discounts are intended to be used by the membership holder, not to be shared with friends, families, or peers. SPAC reserves the right to deny use of the member promo code for the remaining duration of membership.

Trademark Policy

- Please note all merchandise items and their designs are proprietary to Saratoga Performing Arts Center (SPAC).
- No third-party resellers line
 - Saratoga Performing Arts Center (SPAC) does not use Third-party resellers, vendors or marketplaces to sell merchandise online. Saratoga Performing Arts Center (SPAC) reserves the right to alter policies for items purchased through unofficial and/or unauthorized channels.

Payment Policy

- Duplicate Transactions
 - If you believe you were charged twice for the same order:
 - If you used a debit or credit card:
 - Please request a copy of your statement from your bank or payment provider that clearly shows the two charges. Be sure to hide or blur out any unrelated personal information before sending.
 - If you used PayPal:
 - Contact PayPal to verify the charges. In some cases, your statement may show both an **authorization** and a **posted** charge. If that is the case, the **authorization** will disappear automatically within 2 – 5 business days, and only a single charge will remain.
- Payment Failure Reasons
 - Common reasons for payment failure include:
 - Insufficient funds
 - Issues with your payment method
 - Incorrect payment process
 - An interrupted or disrupted checkout process
 - If your payment continues to fail after reviewing the above, please contact Saratoga Performing Arts Center (SPAC) via marketing@spac.org or by phone at 518-584-9330 x150. Include your full name and order number, along with a brief description of the issue.
- International Payments
 - If you are unable to place an online order due to your country or region, please contact Saratoga Performing Arts Center (SPAC) via marketing@spac.org. Include your full name, the item(s) you are interested in and your intended payment method.
 - Please note: Saratoga Performing Arts Center (SPAC) currently processes merchandise order payments in USD. You may see merchandise product prices in your local currency, but all transactions will be charged in USD.
- For all other questions or concerns regarding merchandise orders, please contact us at marketing@spac.org or call 518-584-9330 x150

Store Hours

Call 518-584-9330 x150 for general inquiries.

Hours of Operation: Monday – Friday, 9:30 AM – 4:30 PM

Return Address

Saratoga Performing Arts Center
Attn: Marketing Dept
108 Avenue of the Pines
Saratoga Springs, NY 12866

Exchanges & Refunds Policy

Saratoga Performing Arts Center (SPAC) will accept merchandise returns of damaged goods and will offer an exchange or refunds depending on the condition of the item(s) being returned.

To initiate an exchange or return, please contact Saratoga Performing Arts Center (SPAC) via marketing@spac.org or by phone at 518-584-9330 x150. Reference your full name and order number in your message describing the situation.

Saratoga Performing Arts Center (SPAC) reserves the right to qualify or deny refunds including but not limited to prevent fraud, suspected fraud or abuse. SPAC reserves the right to alter our policy as we see fit.

See below for details on making a return for online orders or in-person purchases:

Online Returns

- If your item(s) arrives damaged, contact Saratoga Performing Arts Center (SPAC) via marketing@spac.org with photos of the damaged shipment and item(s), along with your full name and order number for reference.
- Must provide order number and receipt
- Return Window: 30 days (not business days) – must request refund via marketing@spac.org or by phone at 518-584-9330 x150
- Condition of item being returned must be: Unused (unwashed, unworn, unsoiled, and free of odor and pet hair)
- Return Shipping: paid by customer unless determined otherwise
- New item will ship upon receipt of the original item

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days.

Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at marketing@spac.org.

In-Person Returns

Live Nation-Produced Events

- Only eligible for damaged items
- Items must be returned prior to Merchandise Booth closure on event day.

SPAC-Produced Events:

- Only eligible for damaged items
- Items must be returned prior to Merchandise Booth closure on event day.