



 **Randy:** Thank you for contacting Fandango Customer Support. My name is Randy. How may I assist you today?


 **Richard Doan:** Hi Randy


 **Randy:** Hello how can I help.

 **Richard Doan:** I was unable to attend the movie theater because mother nature was a disaster. I tried returning it online, but it was unavailable. Can you assist me on returning these two tickets?

 **Randy:** After checking your order, I see that it is already after the show time. This means we are not able to offer a refund or exchange for your tickets. We can only offer refunds and exchanges before show time.

 **Richard Doan:** Yes but I tried doing it at 10:20 pm and the show was 10:55 but it did not let me do it

 **Randy:** Is there anything else I can help you with today, Richard?

 **Randy** has disconnected.