



## Haven't received your e-tickets?

- 1) In rare cases e-tickets might be filtered by your e-mail provider and end up in junk mail (or "spam") folder. Please check this folder first.
- 2) Please check whether you have received payment confirmation from Paysera payment service. It should look like this:



Date: 2018-05-05 00:48:00

Request number: 178741185

On the <http://e-tickets.rundale.net>, you have paid **1,20 EUR**

Thank you for using Paysera. Please save this letter as it is a proof of your payment.

- 3) Please check your bank statement. Ensure that payment has indeed finished and funds have been withdrawn.
- 4) In rare cases money transfer can be delayed for up to 5-6 hours. If possible please wait for that time.
- 5) If you are sure that payment has been made please contact us:  
*Phone: +371 28453110*  
*E-mail: [support@blue-it.lv](mailto:support@blue-it.lv)*  
*Working hours: 9:00 – 17:00 Latvia (EET) time zone, Monday till Friday.*

We kindly ask you to prepare your received e-mails and bank statement. It will help us identify the problem.