Thank you for purchasing a Keyshia Cole VIP package. Buyers will receive an email approximately three days prior to the show date with VIP details, sent to the email address submitted at time of purchase. One More Time VIP, the artist, tour, promoter, ticketing company, venue or any other affiliated parties are not responsible for outdated or inaccurate information provided by the consumer. All packages and package contents are non-transferable; no refunds or exchanges; all sales are final. Package elements are subject to change at any time without notice. VIP merchandise will ship directly to customers. Please note that items may arrive after the show. VIP purchasers will receive a separate email sent closer to the performance date with instructions on how to redeem their merchandise items through the One More Time VIP redemption site. If you have any questions regarding your VIP package elements, please contact info@onemoretimevip.com.