

# What To Know Before Selling Tickets

## **Our seller commission is 10% of the total ticket price**

You will be charged a 10% fee on the total value of the tickets you list, not including service or delivery fees or any applicable site markup. We will deduct this fee from the money we provide you after your event has occurred.

## **Payments to sellers are processed through PayPal® or Check**

For PayPal® payments, you need to supply us with your PayPal® ID, which we will use for depositing funds in your bank account.

For check payments, we would send you a check after the event to the address you have listed on your seller account.

You can change your method of payment by visiting the “Profile” page in your account.

## **You can list tickets for sale up to 7 days before an event**

Consumer sellers who use our service are allowed to list tickets for sale up to 7 days before an event – but, 7 days or under, your ticket listings will be removed from our marketplace. We enforce restrictions on consumer sellers when it comes to near-term orders in order to limit the likelihood that an order will be placed for tickets that you are unable to deliver in time for the event. (We make exceptions to this rule for professional ticket sellers with whom we have a prior relationship and who already have a track record of successfully filling ticket orders.)

## **You will be paid within a week of your event**

We pay sellers for ticket orders roughly a week after the event has occurred. We do this in order to secure ticket purchases for our buyers and limit ticketing fraud. Our anti-fraud measures ultimately benefit sellers by limiting fraud complaints against our service and reducing customer service costs. We are able to pass these savings on to you in the form of lower costs for selling tickets.

## **You can only list tickets through us if you have the tickets in your possession.**

We want to make sure that people don't use our marketplace to sell speculative tickets – ie: resell tickets they don't yet own based on the assumption that they'll be able to access the tickets when an order for them is eventually placed. Selling, attempting to sell, or advertising speculative tickets is strictly prohibited by our website. We value security for our buyers and we want to make sure that anyone who uses our marketplace is listing only valid and legitimate tickets.

### **Event postponement policy**

If an event is postponed, the buyer of your tickets would be expected to keep the tickets and use them on the new date of the event. We do not refund buyers for postponed events unless special circumstances apply (ie: an event is indefinitely postponed and not rescheduled within a certain timeframe). We also take it upon ourselves to inform the buyer about the new date of the event.

### **Event cancellation policy**

If an event is permanently cancelled or never happens, such as in the case of a game in a series that is never played, the person who purchased your tickets would be due a refund for their order. This means that you would not be paid by us for the tickets and your sale would be cancelled. We would also make sure to retrieve your unused tickets from the buyer and send them back to you.

### **Penalizations for invalid tickets and unfulfilled orders**

The two worst scenarios when it comes to selling event tickets are:

- 1) Not providing the tickets promised – ie: you forgot to ship the tickets or you supplied tickets different from those you advertised.
- 2) Not providing valid event tickets – ie: the tickets you provided did not grant the buyer access to the event.

We will contact you if there are any problems with your event tickets and, if applicable, work with you proactively to resolve the situation. We reserve the right to charge your card on file to compensate buyers for any documented invalid claim or any failure to deliver the tickets you promised.