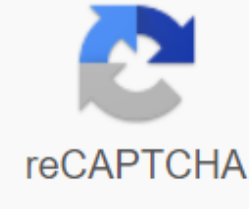




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Stubhub tickets not ready

Highlighted Highlighted Highlighted Highlighted Highlighted Highlighted Highlighted Highlighted Highlighted Wicked sorry you haven't received your tickets yet, @Mbinhim. We will be happy to investigate this a little more for you! We will send a private message for more information, so we can pick up the order and have a look. I'm sorry to hear that! Definitely not the experience we would like for you. I'll send you a private message now and we can go over those details with you! We bought mobile tickets and the system says they'll be ready by September 16. That was a long time ago and still nothing. I am not prepared to wait much longer as they are already 7 weeks late. Now what? Your FAQs only say they will be ready by the date of September 16th that i was given. I want to know what happens now that they're not ready for the READY ON date? If you purchased mobile tickets Your tickets are not yet available: Your tickets will be ready to scan from your mobile phone by the date Ready on: Scan your tickets from your mobile phone Hello, @Milet! Thank you so much for coming, that's a very good question. We guarantee 100% of the orders placed on our website. It would be rare, but if there is ever a problem with your tickets, we would look to replace your order at no additional cost. If we are unable to replace your order for any reason, we will provide you with a full refund, so there is no need to stress. We fully support you in this! Let us know if you have any additional questions or concerns regarding anything. You can buy various types of tickets on StubHub, and they are delivered in different ways. No matter how you receive them, we'll send you an email when they're ready. Guest users should use their email, phone number, and access code to view their ticket details. Take a look at these steps. Users logged in and will go to My Tickets > Orders See how your tickets will arrive and when you will receive them (if they are not already ready) in the order total. If your tickets are: Mobile Transfer: We will email you steps to get your mobile tickets. Check out our help video. Need help accessing your mobile tickets? Contact us. Mobile Ticket: Use the StubHub app to view tickets and scan them at the event. Mobile or Printing: Use the StubHub app to scan them at the event. You can also click Get Vouchers on a desktop to view and print. Electronic or Instant Download (PDF): You must print these tickets by clicking the Get Tickets Tickets button: They will be ready for the date shown before purchasing them and in the confirmation email of your Sellers have until the end of that day to send them. Instant Download Entries: They are ready in a few minutes of your order. Sometimes it can take up to an hour (we appreciate your patience!) UPS: They will be sent to the address you chose when you purchased them. Let's when they're in transit. Use the tracking number to see when they'll arrive. Pick-up: You will collect your tickets on the day of the event. Click the View pickup details link on the order for information. Depending on the type of ticket you have, check the possible delivery statuses to see when you'll get your tickets. Lindsay is the author of this solution article. Did he find you useful? Yes NoSend reviews Sorry we couldn't be helpful. Help us improve this article with your feedback. I'm a subscriber to the full series for the US Open tennis championship and sold several stubhub tickets to the US Open tennis championship. For one of the sessions - Session 26, I sold them through Last Minute Services (LMS) where I sent the paper tickets to the LMS facility in New York along with several other sessions. I was able to successfully sell the tickets and provide a timely response for the buyer to get them, etc. After about a week, I received an email yesterday saying that there was an error with my tickets and the credit card I provided on file will charge the amount I received through the sale as well as additional \$310 without saying the reason behind the two charges. I called customer service and was surprised to note that it was a buyer's fraud or Stubhub and the reason we provided myself was that there was a scanning error with the tickets I provided on site. Stubhub tells me that the only way to prove that I provided the right tickets is to get a scan report from the US Open venue and provide Stubhub. I call the US Open box office and they let me know immediately that the tickets I sold were never scanned on site. That proved fraud - I don't know how to understand this type of fraud - or the buyer lost tickets or stubhub never handed over tickets to the buyer. I was disappointed with these two massive charges just because my credit card was filed with them. US Open lockers said their policy is not for provide exploration report, although I called about 4 times and stubhub insists on getting something that no one ever provides. But the US Open locker will provide scanning results over the phone when someone provides the barcode. Stubhub could have done this by calling the Place with the barcode numbers on my tickets to find out if any buyer I was saying was correct or not. Instead, the burden of testing is on the Seller - what a fraud scheme - great for making money. Or Stubhub could have done all the research and discovered the facts before charging me these amounts. The website charges about 20% ticket fee (15% from the seller and 5% from the buyer) for providing a service for sellers. They claim to have Fan Protect's warranty for buyers, but do not offer any protection to the seller. Also, their customer service is very rude and the group at LMS is condescending. When asked why Stubhub did not do any research on this Before charging my card, the answer was that they have no responsibility and when asked about the considerable fee to seller(15%) - they do not provide any service other than the website to sell - There is no customer service for 15% fee which in some cases amounts to hundreds of dollars. , but not customer service - Total rip off. The complaint has been investigated and resolved to customer satisfaction. Satisfaction.