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100% Buyer Guarantee

Designed to give you full peace-of-mind, safety, and security

You will receive full-service customer care

At Vivid Seats we believe you should get more than just the tickets you purchase. You deserve hassle-free assistance from start to finish. We are proud to be a full-service provider—with our very own industry-leading customer service team, reachable by phone or online during extended business hours.

We're here to help you with your order and provide the best service and protection in the industry. We want you eagerly anticipating your event, not worrying about your tickets.

Your transaction will be safe and secure

We believe your private and personal information should remain private and personal. We use established industry standards for privacy and security to ensure your transactions are safe and secure. We do not share your credit card information with the broker or individual who happens to be selling the tickets. We secure your tickets, make payments to sellers, and handle any and all problems, giving you peace of mind. Learn more about our [privacy and security partners and practices](#).

Your tickets will be delivered before the event

We know sometimes you purchase tickets at the last minute, in other cities, or perhaps as soon as the event is announced. In each case, delivering tickets requires skilled coordination and communication. That's where we excel.

We guarantee that your tickets will be delivered in time for the event or your money back. We

always prefer to send tickets via secured courier UPS, but when circumstances don't allow, we use special delivery services to handle any exceptions.

Your tickets will be valid and authentic

Our mission has always been to remove any anxiety from buying tickets online. Vivid Seats has some of the strongest relationships with licensed, certified, and professional ticket resellers in the

industry. All sellers, their business practices, and track records are rigorously evaluated and we guarantee your tickets are valid and authentic or your money back.

Your order will be accurate

We work in close collaboration with ticket resellers for your order. We guarantee that the tickets you receive are identical, comparable, or even better than the ones you ordered or your money back.

You will be compensated for a canceled event

If an event is canceled with no rescheduled date, you receive full compensation of the purchase price (including delivery charges, less possible restocking fees), or a credit to use on a future purchase, as determined at our sole discretion. For events that are rescheduled, we will help you with any ticket reissuing concerns or make it easy for you to sell your tickets if the new date no longer works for you.

Vivid Seats provides excellent customer service and we are committed to your satisfaction. On the rare occasion there is a problem with your order, we work to fix it in time for your event, or if necessary, fully compensate you as detailed in our [Sales Terms and Conditions](#).

We want to offer you the best tickets for the events you're excited about and make the purchase experience easy. We are here for you when you need us.

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