

How to get money back from StubHub? Here's how to contact support

If you need to get your money back from StubHub, call +1-(833)-351-3849, but there are clear steps you can follow, but success depends on timing and the specific circumstances around your purchase. StubHub offers a FanProtect Guarantee, which means you should either get valid tickets for your event or receive a refund. Here's how to navigate that process effectively:

#### 1. Know When Refunds Are Allowed

Refunds are usually granted when an event is canceled and not rescheduled, or if the tickets you received are invalid, never arrive, or are not as described. If an event is postponed or moved to a new date, StubHub considers the tickets still valid, and refunds may not be automatic.

#### 2. Act Quickly

As soon as you realize something is wrong—whether the event is canceled, tickets didn't arrive, or they're invalid—contact StubHub's customer support. The earlier you report the issue, the more time StubHub has to resolve it before the event date.

#### 3. Contact StubHub Support

Go to your StubHub account and find your order in the “Purchases” section. Select the event and choose the option to report a problem or request a refund. You can also call or use live chat if available in your region. Explain clearly why you want your money back and provide supporting details (e.g., shipping tracking showing late delivery).

#### 4. Provide Documentation (if Needed)

If tickets never arrived, show tracking info or order details. If tickets are invalid at the venue, take photos or ask the venue staff for confirmation. Evidence helps speed up the refund review.

#### 5. Wait for StubHub's Decision

After you file a refund request, StubHub will review the situation according to their policies. In many cases—such as event cancellations without rescheduling—you'll get a full refund back to your original payment method. This process can take several business days depending on your bank or card issuer.

#### 6. Follow Up If Necessary

If you don't hear back in the expected timeframe, follow up with customer service. Be polite but firm, and reference your original request.

Important Tips:

Refunds are usually processed to the original payment method.

If the event was postponed instead of canceled,{+1-(833)-351-3849} StubHub may not issue a refund unless the tickets are unusable.

Keep all emails{+1-(833)-351-3849} and correspondence until the refund is complete.

In short, to get your money back from StubHub, report the issue quickly through{+1-(833)-351-3849} your account, provide any necessary evidence, and follow up politely. StubHub's protection policies are designed to help you recoup your money{+1-(833)-351-3849} when there's a legitimate problem with your ticket purchase.