

# Mark Brnovich

## Consumer Complaint Form

Submitted by:

Full Name: Michael Thomas Harbuck  
Street Address: 1545 E Indian School Rd  
City, State: Phoenix, AZ  
Zip Code: 85014  
Phone: 407-408-3009  
Best Number to Call During Day: 407-408-3009  
E-mail Address: michaelharbuck@gmail.com

### Statistics of Complaint

Age: Under the age of 60  
Veteran Status:  
Where did you hear about us: Went onto AG Website

### Subject of the Complaint

Party/Firm/Business:  
Vivid Seats Ltd.  
344 N Ogden Avenue, 4th Floor  
Chicago, IL  
60607  
877.958.8672  
  
vividseats.com

### Details of Complaint

May we send a copy of this complaint to the person or business you are complaining against? (By selecting the answer, "Yes", to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "no", we may be prevented from taking any action on your complaint.)

Yes

Please explain the entire circumstances surrounding your complaint below:

The website automatically charges a person for a quantity of event tickets other than zero (0), or one (1). I was charged for six tickets when I only chose to purchase a single ticket. As soon as the receipt for the payment receipt was received, before receiving the e-tickets I attempted to rectify the problem and they stated over and over that it was a legal transaction. The company is a third party seller. They have no physical tickets. Their service is similar to an auction site where individuals post tickets for sale.

The second issue is that they do not even validate the even tickets which they sell. I contacted the ticket issuer who will not even verify them as well. I have documentation from the issuer (TicketFly.com) where they state that nothing prevents anyone from reselling a single ticket multiple times. Basically the first person to the door with one of multiple copied tickets is allowed to enter the event, then the rest are rejected as invalid. There is no way to check the validity of the purchased ticket.

Have you complained to the firm/agency/business? Yes

*What was their response?*

They offered to return the fees they earned from the intermediary service. Approx. 100 Dollars.

Was an oral or written warranty given? No

Did you sign any documents? No

Date of Transaction: Fri, 10/09/2015  
Place of Transaction: Home computer  
Total Amount of Damages: \$413.46  
Salesperson's Name: n/a  
Witness to Transaction:

Was the product or service advertised? No  
*If yes, indicate the date and how it was advertised:*

Do you have an attorney? No  
*If yes, please provide the attorney's name and address:*

Is any legal action pending? Yes  
*List any other consumer agencies contacted:*

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes

May we send a copy of your complaint to another government agency for their review or investigation?

Yes

Additional Comments:

I have disputed the charge with my credit card issuer.

**Declaration:** I declare under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge. I understand that the information contained in this declaration can only be altered by submitting a new declaration. By choosing to submit this form electronically, I certify and agree that by entering my name in the space below, I bind and legally obligate myself to the same extent as I would by signing my name on a printed paper version of this form.

Digital Signature: Michael Thomas Harbuck

Date: 10/16/2015