



Michael Harbuck &lt;michaelharbuck@gmail.com&gt;

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**Re: General Event Information/Other**

4 messages

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**Ticketfly Customer Support** <assistly@ticketfly.com>  
Reply-To: Ticketfly Customer Support <assistly@ticketfly.com>  
To: michaelharbuck@gmail.com

Mon, Oct 12, 2015 at 1:39 PM

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**Ticketfly**

OCT 12, 2015 | 08:38PM UTC

Thanks. We've received your inquiry. A Ticketfly Customer Support representative will answer back as soon as possible, however we are receiving an extremely high volume of emails at present and so a response may be delayed. Thank you for your patience. In the meantime, please check out our Frequently Asked Questions (FAQ) here: <http://support.ticketfly.com>. The answer to your question may well be right at your finger tips.

For your reference, your Case Number is #311929.

**If your event is today, tonight, or tomorrow, it is probably best for you to attempt to call us so that we may resolve your problem right away. Please call us at 877-435-9849.**

Support Center Hours: Mon - Sat 7am to 6pm PST, and Sundays 10am - 6pm

Thanks for using Ticketfly!

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For your reference this is Case #: 311929

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Support powered by [Assistly](#)

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**Customer Support** <assistly@ticketfly.com>  
Reply-To: Customer Support <assistly@ticketfly.com>  
To: michaelharbuck@gmail.com

Wed, Oct 14, 2015 at 1:44 PM

[Please type your reply at the top of the email...](#)

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**Customer Support - Jen at Ticketfly**

OCT 14, 2015 | 08:43PM UTC

Hello Michael,

Thank you for contacting Ticketfly.

Ticketfly is the primary source for tickets to most events that are available for purchase through our website. This means that the only way to guarantee that your tickets would be valid is to purchase directly from Ticketfly. Unfortunately we cannot confirm with absolute certainty that your secondary market tickets will be valid for entry into this event.

If we can be of any further assistance, please contact us.

Sincerely,

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Jen at Ticketfly  
Ticketfly Customer Support  
1-877-435-9849

Friend us: <http://www.facebook.com/Ticketfly>

Follow us: <http://www.twitter.com/Ticketfly>

For online support: <http://support.ticketfly.com>

Check out what people are saying! <http://www.ticketfly.com/category/news/>

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**Michael**

OCT 12, 2015 | 08:38PM UTC

Original message

Hello, I purchased Ticketfly tickets from Vivid Seats.com and I need to know if they are valid.

For your reference this is Case #: 311929

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[[0103a8baf1ffc987bf6df863082f801725a8d5bf-549323615]]

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**Michael Harbuck** <michaelharbuck@gmail.com>  
To: Customer Support <assistly@ticketfly.com>

Wed, Oct 14, 2015 at 2:02 PM

Hello Jen. So what prevents people from selling e tickets multiple times??

There must be a way.

[Quoted text hidden]

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**Customer Support** <assistly@ticketfly.com>  
Reply-To: Customer Support <assistly@ticketfly.com>  
To: michaelharbuck@gmail.com

Wed, Oct 14, 2015 at 4:23 PM

[Please type your reply at the top of the email...](#)

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**Customer Support - Jen at Ticketfly**

OCT 14, 2015 | 11:22PM UTC

Hello Michael,

There is no way to prevent people from selling their print at home tickets multiple times. It's a buyer beware situation, that is the risk you take when you buy tickets from a 3rd party. We recommend you only buy tickets from someone you trust.

Sincerely,

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Jen at Ticketfly

Ticketfly Customer Support

1-877-435-9849

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Check out what people are saying! <http://www.ticketfly.com/category/news/>

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**Michael**

OCT 14, 2015 | 09:03PM UTC

Hello Jen. So what prevents people from selling e tickets multiple times??

There must be a way.

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**Customer Support - Jen at Ticketfly**

OCT 14, 2015 | 08:43PM UTC

Hello Michael,

Thank you for contacting Ticketfly.

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Jen at Ticketfly

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1-877-435-9849

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**Michael**

OCT 12, 2015 | 08:38PM UTC

Original message

Hello, I purchased Ticketfly tickets from Vivid Seats.com and I need to know if they are valid.

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