

Seller FAQ's

Q: What is StubHub?

StubHub is an online ticket marketplace where anyone can buy or sell any ticket to any event nationwide. StubHub is the largest ticket marketplace in the world, based on sales, and the Official Fan to Fan Ticket Marketplace of the Philadelphia Flyers. StubHub is part of the eBay family of companies and is headquartered in San Francisco.

Q: What are the benefits to selling my tickets on StubHub?

There are many:

- StubHub provides a safe and secure environment to buy and sell tickets, excellent customer service, 7 days a week, and StubHub's FanProtect™ Guarantee.
- StubHub offers ticket sellers and fans an innovative and easy-to-use website experience, with interactive seat maps and current pricing & sales info for each event to help you price your tickets
- Your tickets will be visible to the millions of fans looking for tickets on StubHub. StubHub has nearly 5 million registered users, all of whom can see your tickets.
- Your tickets will be delivered electronically to buyers, so you don't need to print or ship anything.
- You'll never need to worry about communication with ticket buyers.
- You can choose to be paid by check or PayPal

Q: Who can sell tickets?

Anyone with a Flyers ticket can sell it on StubHub. If you have a MyFlyersTickets.com account, you can list your ticket for sale right from your account. If you don't have a MyFlyersTickets.com account, you can list your ticket for sale on the StubHub website.

Q: Which tickets can I sell?

You can sell any of your tickets that are available for you to sell from your team account. Once you create a listing, your tickets will be visible to the millions of potential buyers who use the StubHub marketplace.

Q: Do I need to create an account to list my tickets on StubHub?

Yes - but it will be set up automatically when you list tickets for the first time. All you need to do is enter an email address and create a password. Keep in mind, if you want to receive payments through PayPal, you'll need to use the same email address for both your PayPal and StubHub accounts.

Q: Are my StubHub account and my team account the same account?

No. You may choose to log in to your StubHub account automatically when you visit StubHub from your team account, but they are two separate accounts. If any of your information changes (such as your payment address), make sure you change this information in both places.

Q: How do I start selling my tickets?

Just sign in to your Flyers account, select the game and tickets you want to sell, and click 'Sell on StubHub'. You'll be taken to StubHub to list your tickets for sale, and much of the info about your tickets will already be filled in for you. Follow the on-screen steps to set your price and choose how you want to be paid. You'll have a chance to review everything before you list your tickets for sale.

If you don't have a Flyers account, you can still list your tickets for sale on StubHub. Just click 'Sell' at the top of the StubHub home page, and then click 'Start selling'.

Q: What if I decide I want to use the tickets I've listed?

As long as your tickets are listed at StubHub, they will be "locked" in your team account. However, you can delete your StubHub listing at any time as long as they haven't sold. If you decide you want to use the tickets you've listed, first DEACTIVATE the listing, then DELETE your StubHub listing and they will automatically be unlocked in your team account.

Q: How should I price my tickets?

It's up to you to decide on a sale price. When you list your tickets, you'll see a map of the arena with comparisons of current and recently sold sale prices for other tickets similar to yours for that event. You can play with the map to see how tickets are selling in other sections as well. That will give you an idea of what buyers are willing to pay and help you avoid over-pricing your tickets.

Keep in mind, commission will be deducted from the total amount of your sale. And it's your responsibility to understand and comply with all state and local laws.

Q: How will I know if I sold my tickets?

As soon as your tickets sell, you'll get an email from StubHub with information on when to expect your payment.

Q: How do I get the tickets to the buyer?

If you listed your tickets from your Flyers account - or if you listed tickets directly from StubHub and selected to deliver them by Instant Download - StubHub takes care of delivery for you, at no charge. You don't need to ship or upload anything. The barcode on the ticket that you currently have will be invalidated and a ticket with a new bar code will be issued to the buyer. When your tickets sell, you'll get an email from StubHub telling you when to expect your payment.

We strongly suggest that you hold onto your original ticket you sold until the game has been played.

If you listed your tickets from the StubHub website and did not select to deliver them by Instant Download, you'll get an email when your tickets sell instructing you to return to StubHub, confirm your sale, and enter the barcodes printed on the tickets you sold. When you're finished, the barcodes on the tickets you're holding will be invalid and tickets with new barcodes will be issued to the buyer.

Again, we strongly suggest that you hold onto your original ticket you sold until the game has been played.

Q: How much does it cost to use StubHub?

It is free to list tickets for sale, and to search for tickets to buy on StubHub. On each completed transaction, the buyer pays a 10% fee, and a 15% is deducted from the seller's payment. For example, on the sale of a \$100 ticket, the buyer would pay \$110. The seller would net \$85. Fees subject to change on a game-by-game basis.

Q: How will StubHub pay me?

StubHub can send you a check by U.S. Mail or pay you through PayPal. It's your choice! If you choose to be paid by PayPal, you must use the same email address for both your PayPal and StubHub accounts. If selected, payment can be transferred to your Flyers accounts, upon request.

You can also choose to donate it to charity.

Q: What is StubHub's FanProtect™ guarantee?

For Buyers, StubHub guarantees:

- You will get your tickets in time for the event.
- Your tickets will be authentic and valid for entry.
- You will receive tickets comparable to or better than the tickets you ordered, or your money back.
- You will be refunded if the event is cancelled and is not rescheduled.

For Sellers, StubHub guarantees:

- You will never be contacted directly by a buyer or prospective buyer.
- You can adjust your ticket prices to reflect marketplace value at any time.
- You will be paid by StubHub (not by the buyer) for all ticket sales you fulfill

Q. Is reselling tickets legal?

Reselling tickets is legal in all 50 states. Many states have laws against reselling tickets at an event site. In some states, there are limitations on the amount above face value that can be charged. In order to sell tickets on StubHub, sellers must accept StubHub's user agreement and agree to abide by local regulations.

Q. Who do I contact if I need help or have a question?

StubHub offers toll-free customer service 7 days a week. If you have any questions, feel free to contact StubHub by email or phone.

Email: customerservice@stubhub.com

Phone: 1.866.STUBHUB (1.866.788.2482)

StubHub Buyer FAQ's

Q: What is StubHub?

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Q: What are the benefits to buying tickets on StubHub?

- StubHub provides a safe and secure environment to buy and sell tickets, excellent customer service, 7 days a week, and StubHub's FanProtect™ Guarantee.
- StubHub offers ticket sellers and fans an innovative and easy-to-use website experience, with interactive seat maps to help you find the right tickets at the right price.
- StubHub has national marketing programs and team, artist, and media partnerships to attract the largest possible pool of potential sellers, which means you have access to a wider selection of tickets.
- Your tickets will be delivered electronically, so you can download and print your tickets at home.
- You'll never need to worry about communication with ticket sellers.

Q: How do I start buying tickets on StubHub?

Visit StubHub.com and begin your search. Choose the game and tickets you would like to purchase and continue through the purchase path.

To help with your search, use StubHub's interactive maps to browse for tickets by section, see the range of ticket prices within a section, and limit your search results to certain sections or zones. If you have a specific price range in mind, need a specific number of tickets, or both, you can use the price slider and 'Quantity' drop-down menu below the event name to see only those available tickets that match your criteria. You can narrow your search further and view tickets with specific ticket features ('Aisle seat', and 'Exclude obstructed view') by selecting the corresponding check boxes below the venue map.

Q: How will I receive the tickets I buy on StubHub?

Flyers tickets purchased on StubHub will be delivered electronically. There are two types of electronic delivery methods on StubHub:

- Instant Download - If the seller made the tickets available for Instant Download, you'll get them within minutes of placing your order. After you place your order, StubHub will send you an email with instructions on how to download and print your tickets.
- Electronic delivery - After you place your order, the seller has 48 hours to confirm it and deliver your tickets. As soon as the seller confirms your order, StubHub will send you an email with instructions on how to download and print your tickets.

Q: Where do the tickets come from?

StubHub is not a ticket broker and doesn't own the tickets you purchase on stubhub.com. StubHub is an open marketplace where fans can gather to buy and sell tickets, and ticket prices are determined by the sellers. Sellers may be individuals, businesses, ticket brokers, corporate sponsors, promoters, fan club members, or contest winners.

Q: How much does it cost to use StubHub?

It's free to search for tickets to buy on StubHub. On each completed order, StubHub charges a 10% service fee on the total sale (\$5 minimum) plus a delivery fee of \$4.95.

Q: Where do I go with questions for StubHub?

StubHub's live, in-house customer service representatives are available by e-mail seven days a week at customerservice@stubhub.com. StubHub monitors and supports every ticket transaction to help ensure the satisfaction of every user.

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You can also visit StubHub's help center to ask a question or to read more about a particular topic.