

## StubHub Seller FAQ

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. 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?

- 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?

Top Eliminator Club members can sell tickets on StubHub. You can list your ticket for sale right from your Bandimere Speedway account.

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 Bandimere Speedway account the same account?

No. You may choose to log in to your StubHub account automatically when you visit StubHub from your Bandimere Speedway 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 Bandimere Speedway account, select the tickets you want to sell, and click 'Sell'. You will 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.

Q: What if I change my mind and I don't want to sell the tickets I've listed?

As long as your tickets are listed at StubHub, they will be "locked" in your Bandimere Speedway 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, just 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 Club with comparisons of current and recently sold sale prices for other tickets similar to yours for that event. This will give you an idea of what buyers are willing to pay and help you avoid overpricing your tickets.

Keep in mind, a 15% 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 Bandimere Speedway 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.

If you listed your tickets from the StubHub website and did not select to deliver them by Instant Download, you will 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.

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% fee 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.

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. You can also choose to donate the credit 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](mailto:customerservice@stubhub.com)

Phone: 1.866.STUBHUB (1.866.788.2482)

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