

## How do I retrieve my StubHub tickets?[your StubHub account]

Retrieving your StubHub tickets is usually a straightforward process, but the exact steps depend on how the seller delivered the tickets and how you purchased them. First, check your email for a confirmation message from StubHub after completing your purchase; this email includes important details about your order and often a link to access your tickets.

In most cases, you will need to log in to your StubHub account using the same email address you used at checkout. Once logged in, navigate to the “My Tickets” or “Orders” section of your account where all upcoming events and ticket delivery statuses are listed.

If your tickets are mobile tickets, which is the most common format, you may be prompted to accept a ticket transfer. This usually involves clicking an “Accept Tickets” button in an email or within your StubHub account and, in some cases, signing in to a third-party app such as Ticketmaster, AXS, or another venue-specific ticketing platform.

After accepting the transfer, the tickets will appear in that app and can be scanned directly from your phone at the event. For PDF or print-at-home tickets, you will typically be able to download the files directly from your StubHub account once they are available; you can either print them or save them to your device, depending on the event’s entry requirements.

Some tickets are not released by the venue until close to the event date, so if you do not see your tickets immediately, check the “delivery date” listed in your order details and don’t panic.

StubHub guarantees ticket delivery in time for the event so if the delivery deadline has passed and you still cannot access your tickets, you should contact StubHub customer support right away through their help