

# The Ticket Union Fan Guarantee

At Ticket Union, getting your tickets should be simple, straightforward, and stress-free. We back every order with our **Fan Guarantee**, built on **fairness, trust, and a genuine love for live events.**



## Every Ticket Is Verified

No guesswork. No scams. Every ticket sold through Ticket Union is **verified, authentic, and ready to get you in the door guaranteed.**



## Support When You Need It

Plans change. Life happens. Our **dedicated team** is here to help with any questions, last-minute issues, or unexpected changes **before, during, and after** your event. You can even stop by our office just **10 minutes north of Boston in Medford** for in-person support.



## Locally Rooted. Globally Connected.

As a sister company to [EventThem](#), Ticket Union **proudly supports** local artists, venues, and creatives, helping bring energy to our **communities** while connecting fans with events **around the world.**



## Worry-Free Replacements or Refunds



If your event is canceled, you'll receive a **full refund**, no hoops, no hassle. If your event is **rescheduled**, your tickets will be **automatically honored** for the new date. **Our local team is available 24/7** to support you at any stage, including last-minute technical assistance, help locating tickets, or securing a comparable replacement when needed. Your experience comes first, whether you're planning ahead or already at the show.



## Ticket Transparency

We believe in honest pricing from start to finish. The price you see is the price you pay, no surprises, no last-minute add-ons. Just clear, straightforward ticketing. This is what we call **Ticket Transparency**.



## All About the Experience

From local gems to global headliners, we're here to make your experience **one to remember**. Ticket Union puts people first so you can skip the stress and **live in the moment**.



## Last-Minute? No Problem.

Whether you're buying day-of or planning ahead, Ticket Union is designed to keep up with your plans (and your playlist). **Our platform works fast, and our team moves faster.**



## Fan-Picked. Team-Approved.



Every option we share is thoughtfully selected from a mix of our **in-house inventory** and **trusted local sellers and partners**. With **direct relationships** and **industry insight**, we stay on top of availability, timing, and quality. Our role is to help you **find the option that best matches your priorities**, so you can focus on the fun part: deciding where you want to be.

## Sell or Trade Your Tickets



Did you know you can **sell or trade your tickets** through Ticket Union? You'll receive an **immediate payout** for tickets you sell, or you can use the funds as a **credit** toward another show, game, or concert you've been eyeing.

## Real Fans, Real Talk



We're more than just a platform, we're people who love live events as much as you do. We enjoy hearing your stories, swapping recommendations, and **making sure your event out starts off right**.

Those moments when the lights dim, the music starts, or the team takes the field are what it's all about. At Ticket Union, you're part of the experience, and we're here to make getting there as seamless as the memories you'll take home. Have questions or want to see what's coming up? Reach out or explore our listings today.

