

Our Policies / Purchase Policy

Our goal at Ticketsmarche.us is to make your shopping experience enjoyable, easy, and efficient, so that you can be on your way to the events as quickly as possible. Our purchase policies are put to ensure that you are satisfied and for you to understand how things work in Ticketsmarche.us.

Please feel free to contact us if you have any questions about the information you are about to read. The Purchase Policy below is subject to the Terms of Use. Each ticket you purchase is a license to attend the event it denotes, however, it is subject to the additional terms set forth on the ticket itself.

Payment Methods

Ticketsmarche.us accepts several methods of payment to accommodate your needs. Ticketsmarche.us accepts Visa, MasterCard

Who You Are Buying From

Ticketsmarche.us acts as an agent to the event providers or planners such as venues, teams, artists' reps, fan clubs, promoters, and leagues. When you order a ticket for a certain event that is located in US, then Ticketsmarche.us will be handling the transaction and collecting the ticket price for the event provider.

Pricing and Availability

As agreed above, Ticketsmarche.us sells tickets on behalf of the event providers, this means we do not set the ticket prices or determine seating locations. Tickets are usually sold through distribution points, including websites, call centers, retail spots, and box offices. All these points generally access the same ticketing system and inventory. Popular events tickets may therefore sell out quickly. Sometimes additional tickets may be available prior to the event. Ticketsmarche.us does not control the tickets inventory or availability. If you have any questions, try the FAQs section.

Order Confirmation

After any order, the system should generate an order confirmation in the form of a confirmation page or an email. If you do not receive a confirmation number after submitting payment information, you are responsible to confirm with our Customer Service Department whether or not your order has been approved and placed. Only you can recognize any problem that may occur during your purchasing process. Ticketsmarche.us will not be responsible for monetary losses or any other losses if you assume that the order was not placed because you failed to receive confirmation. For some events, you might be required to e-mail Ticketsmarche a copy of your credit card.

Handling Charges

A small non-refundable handling charge is typically added on each order if ordered online, through the call center or through a Retail outlet. If you request that your ticket is delivered to your address, then a delivery price will be added as well. (Fee only applies to Theater tickets)

Retail Outlet Fee

A fixed non-refundable outlet fees is typically added on each ticket when purchased at an authorized Ticketsmarche Retail.

Amount of Tickets Per Customer or "Ticket Limits"

In order to discourage unfair ticket buying practices (black market) a "ticket limit" is applied to each event. This amount is written in the event page and verified with every transaction on our system. You may not purchase more than the specified number of tickets.

Cancelled and Postponed Events

Please see Canceled/Postponed Events for our postponed and canceled events policies, which are part of this purchase policy

Refunds and Exchanges

Policies set by our clients (event providers) such as venues, teams and theatres, usually prohibit Ticketsmarche.us from issuing exchanges or refunds after a ticket has been purchased or for lost, stolen or damaged tickets. We therefore urge you to carefully review your event dates and seat selections.

Billing Information Verification

Orders are only processed and completed after all billing information has been verified. Sometimes, incorrect account information regarding a credit card is received. This delays the processing and delivery of your ticket. Our Customer Service will try to contact you using the information you shared with Ticketsmarche.us during the ordering process. If we are unable to reach you after one attempt, your order may be cancelled and your ticket may be sold to someone else without further notice. For some events, you might be required to e-mail Ticketsmarche a copy of your credit card.

Delivery Options

Please see Delivery Methods for our ticket delivery policies, which are a part of this purchase policy.

Pricing and Other Errors

If the price you pay for a ticket is incorrect regardless of whether because of a mistake in a price posted on the web site or otherwise communicated to you (by email or sms), or you are able to order a ticket before its scheduled on-sale or presale date or you are able to order a ticket that was not supposed to have been released for sale, then: will have the right to cancel the order for that ticket and refund the amount that you paid. This will apply regardless of whether because of human error or a malfunction in the transactions of this web site or other operated system.

Multiple Browser Windows

When ordering tickets online, please ensure you are looking for tickets and placing an order using only one browser window. Looking up tickets using multiple browser windows could result in losing your tickets or timer expiration.

Limitation of Liability

When in a game, balls or any other objects may fly into the spectator area. When in an event, crowdness may cause injury to visitors. You should stay alert at all times before, during, and after any event. If injured, immediately ask ushers and security guards for directions to a medical station. By buying a ticket through our services, you agree to the terms of this Purchase Policy on behalf of yourself and any minor accompanying you. You assume all risks incidental to the event you are attending.

License; Ejection and Cancellation; No Redemption Value

Event providers reserve the right to refuse admission to or to eject any person whose conduct does not comply with the event rules, or uses vulgar or abusive language without refund. A ticket is basically a license to attend, any breach of rules will terminate it. A ticket is never redeemable for cash.

Recording, Transmission and Exhibition

You may not record or transmit or help or assist in any recording or reproduction of the event. You also grant permission to use your image, actions, and statements in any live or recorded event whether this is done before, during, or after the event. This permission may be used in any mass medium without further authorization or compensation.

You Are Subject to Search

You and your items may be searched on entry. You allow such searches and waive any claim that may arise. If you do not allow such searches, you may be denied entry to the event without refund. Certain

venues and events have limitations on what you are allowed to bring into the premises. You agree to these limitations and will abide by them. Such items include but are not limited to, cameras, alcohol, containers, and controlled substances.

Unlawful Re-Sale of Tickets; Commercial Purposes

You are not allowed to re-sell the tickets you purchase from Ticketsmarche.us. If unlawful resale is discovered, this is ground for cancellation without compensation. The ticket may not be used for promotions or sweepstakes without written authorization from the event provider. Even if this permission is obtained, further approval has to be obtained from for the use of 's trademarks and intellectual property.