

viagogo <customerservice@orders.viagogo.com>

5/19/2017 11:56 AM

## Update for your order for Roma vs Genoa

To wminich@comcast.net

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Dear William,

We are contacting you regarding your tickets for Roma vs Genoa (Order 11271084).

viagogo is a marketplace that relies on individual sellers to provide the tickets that they are selling. We make every effort to ensure that buyers receive their tickets in time for the event. However, in exceptional circumstances the seller may be unable to provide the tickets sold.

In this case, we contacted your seller, and were informed that they are not able to provide your tickets as originally ordered. We attempted to find replacement tickets which were comparable in category and price range to what was originally ordered, but unfortunately, we were unable to locate any. Therefore we will refund you the full purchase amount of €357.80 .

Once the refund has been initiated, it will be paid to the payment method with which you originally paid for the purchase, and you will also receive an email confirming this. Please note that depending on your bank, this may take up to 7 business days to reach your account from the time that the payment is initiated.

We appreciate your cooperation and understanding in this matter and apologise for any inconvenience caused.

Kind regards,  
viagogo Team

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Thank you for using viagogo!

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