

Re: [Ticket Evolution Support] Re: Re: Order Received - Shakira - 11/20

Rodolfo Coelho <RodolfoCoelho1@hotmail.com>

Sun 4/28/2024 7:59 PM

To: TicketSmarter <support+id1452933@ticketsmarter.zendesk.com>; support@ticketsmarter.zendesk.com
<support@ticketsmarter.zendesk.com>

I am extremely disappointed with my experience of purchasing tickets on your website that turned out to be unavailable.

After completing the entire process—selecting seats, providing personal details, making payment, and receiving a confirmation email. I was shocked to receive an email NINE DAYS later stating that my order had been "rejected" and that I would not receive my tickets.

Your website should only display tickets that are genuinely available for purchase. If you are not sure of the availability, don't display it.

You should consider implementing a countdown timer like many other sites have showing the time available to complete the transaction.

If you lack the technology to accomplish this, you may need to reconsider your strategy in this business. You should study your competitors' strategies and make improvements. Copying successful business models and enhancing them is not that difficult.

Due to this issue, I am now forced to buy tickets at a much higher price, which is unacceptable.

I strongly suggest you take this email seriously and escalate it to upper management.

I will share my experience, along with screenshots when possible, on various websites to inform others of the problem, including Better Business Bureau, Government Accountability Office (GAO.gov), Trust Pilot, Trust index.io, Google Reviews, NetReputation, ConsumerAffairs.com, Facebook, Instagram, Site Jabber, Pissed Consumer, Trip Advisor, Reddit, Ticketsites.best, and Quora.

Sent from my iPhone

On Apr 26, 2024, at 4:54 PM, TicketSmarter <support@ticketsmarter.zendesk.com> wrote:



Your request 1452933 has been updated.

You can add a comment by replying to this email.

Dominique Johnson (TicketSmarter)

Apr 26, 2024, 4:54 PM EDT

Hello,

Following up on this. Thanks for reaching out. Unfortunately, this order was rejected around 04/19/24 at 6:28 PM EST as the tickets were no longer available.

We do have a ticket guarantee, but this is for accepted orders only. As your order was not accepted, you would have to place a brand new order.

Please reach out with anything else.

Best,

TicketSmarter Order Support,

support@ticketsmarter.com

(888) 671-5676

Rodolfo Coelho

Apr 26, 2024, 4:43 PM EDT

Hello there,

I just checked my credit card, and it states that I'm receiving a "refund" on my purchase.

As you can see in your email below, I have purchased 4 tickets.

Needless to say, I'm not looking for a refund, but to have the 4 tickets I've purchased.

They are great seats, and I have 3 other people that are expecting to go to the concert with me.

I would like to have my tickets, not just because they were purchased. But because your sponsored add on Google guarantees the tickets purchased as follows... "100% Guaranteed Tickets. Safe & Secure. Simple Search, Find and Order With..."

Regards,

Rodolfo Luiz Coelho P. A.

Real Estate Agent

Miami: +1(786) [REDACTED]

RCoelho.GreaterFortLauderdale.LaRosaRealty.com <<https://rcoelho.greaterfortlauderdale.larosarealty.com/>>

La Rosa Realty Beaches LLC
2700 West Cypress Creek Rd, D100
Fort Lauderdale, FL 33309

From: support@ticketsmarter.com <support@ticketsmarter.com>

Sent: Friday, April 19, 2024 12:50 PM

To: rodolfocoelho1@hotmail.com <rodolfocoelho1@hotmail.com>

Subject: Order Received - Shakira - 11/20

[<https://s3.amazonaws.com/logos.ticketevolution.com/affiliate-store-production/original/2411/ticketsmarter.png?1707154096>][<http://ticketsmarter.com/>](http://ticketsmarter.com/)

Powered by Ticket Fulfillment Group

Hello, Rodolfo

The order you placed on TicketSmarter has been received and is pending confirmation. The charge on your credit card statement will be from "Ticket Fulfillment Group", our partner that powers TicketSmarter .

We will email you as soon as we confirm your order! For any questions about your order and the accompanying charge, please contact Ticket Fulfillment Group at support@ticketsmarter.com <<mailto:support@ticketsmarter.com>>.

Order Details

Order #:

5964239-13747850

Event:

Shakira

Venue:

Kaseya Center

Date/Time:

Wednesday, 11/20/2024 7:30PM

Section:

FL5

Row:

1

Ticket Type:

TM_mobile

Notes:

XFER

Quantity:

4

Price Per Ticket:

\$1,605.49

Delivery Fee:

\$5.95

Service Fee:

\$1,926.60

Sales Tax:

\$0.00

Total:

\$8,354.51 USD

Customer Name:

Rodolfo Coelho

[<http://www.ticketevolution.com/wp-content/uploads/2018/03/question-mark-gray.png>]

Contact TicketSmarter:

Mon - Sun 9:30am - 10pm EST

888-671-5676

support@ticketsmarter.com <mailto:support@ticketsmarter.com>

This email is a service from TicketSmarter.

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7th Floor
New York, NY 10010*

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