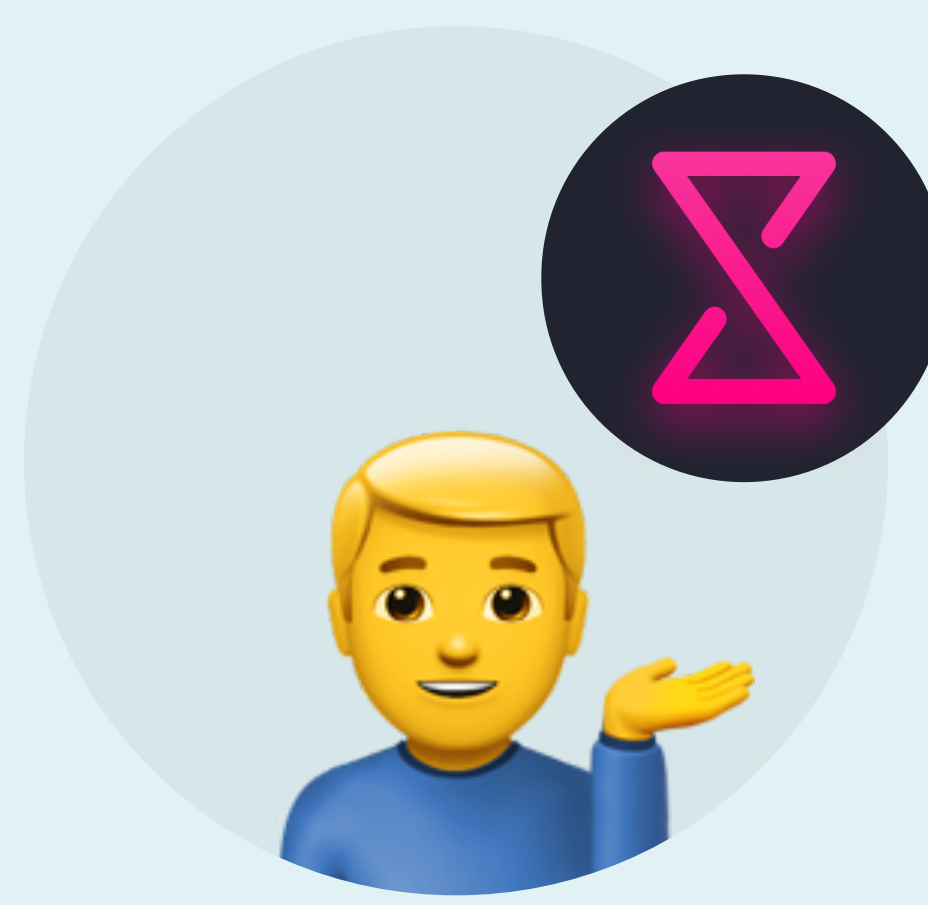
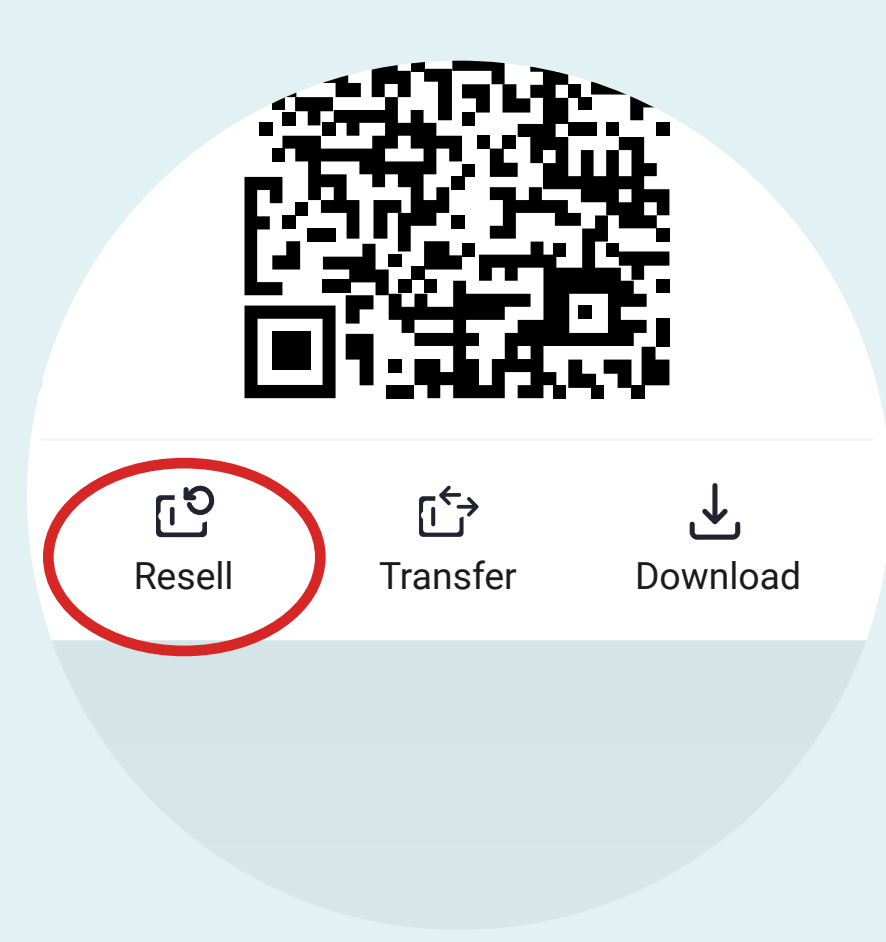


# Can't attend an event anymore ?

## 👉 Resell your ticket in 3 clicks.

### 1. Log into the app with your Shotgun's ID

Make sure to log in with the same ID you use to buy your tickets.

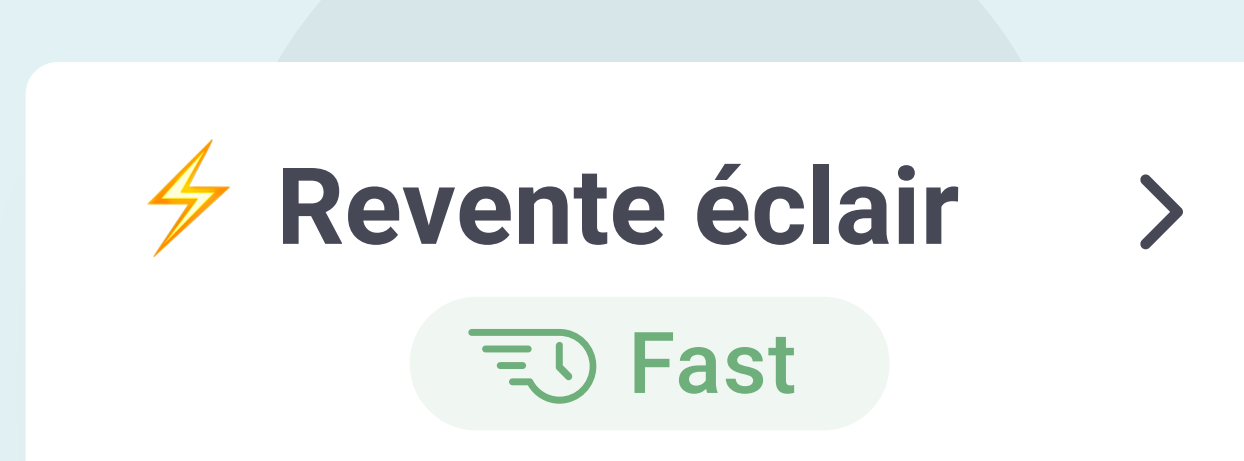


### 2. Select the ticket you want to resell

You can find your tickets under the "My tickets » tab.

### 3. Select « revente éclair » ...and you're all set !

It's fast and 100% secure. Once your ticket goes on sale, we take care of finding you a buyer!



#### Resale fees:

10% + technical fees: this is the price of security! They correspond to transaction and service fees and reissue of a new ticket to avoid fraud.

These fees are capped at a maximum amount of €10 and, in the event of a sold-out event, passed on to the buyer.

# Holy cow! An event has sold out.

## 👉 Join the waiting list.

### 1. Click on "Join the waiting list" from the event page on the app.

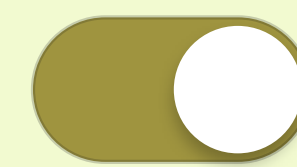
As soon as someone puts their ticket back on sale, you'll be notified !



Join the waiting list



🔦 **Activate the automatic purchase and don't miss any opportunity !**



👁️ **1 ticket available !!**

### 2. You receive a notification as soon as a ticket is available

Make sure to activate your notifications if you don't want to miss the signal.

### 3. Ticket is yours !

Upon receipt of the notification you will have 10 min to collect the ticket. Once paid\* it will automatically appear in the app under the "My tickets" tab.



\* These costs represent 10% of the price of the ticket purchased. This pricing is aimed to encourage resellers to go through Shotgun and therefore allow you to join a soldout event.

## **100** Frequently asked questions.

### When do I receive my money ?

Woo hoo your ticket has been sold ! We immediately transfer your money and depending on the banks, it will take between 5 and 15 working days to reach your account.

### What are the resale costs ?

The resale costs represent 10% of the ticket price + technical fees. They correspond to transaction and service fees (matching with a buyer and reissue of the ticket for security reasons).

### What types of tickets can I resell ?

Only tickets purchased on the Shotgun app or website can be resold (excluding free tickets).

### I've put my place back on sale. Can i cancel ?

Yes, you can cancel the resale of your ticket as long as it has not been sold. Once sold, you will no longer have access to it.

### Can I use a ticket that has not been resold yet ?

Yes, you just have to **cancel the resale** before you can enjoy your rights on the ticket again.

### Can I resell my ticket directly to a friend ?

Yes, if you already have a buyer you can directly resell your place to him with "direct resale in private". A purchase link will be sent to him by text or email.

### What is the difference between waiting list with and without automatic purchase ?

When a ticket is available, it is offered to people on the waiting list in order of registration. Manual ticket purchases must be made within 10 minutes of notification. After this time it is proposed to the next on the list. **Automatic purchase allows you to obtain your ticket as soon as it is offered to you :)**

### I'm on the waiting list. How long do I have to wait before receiving a ticket ?

It all depends on the number of resellers and buyers. The waiting list works on a "first come first served" basis.