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Request a refund

Log in for resources tailored to your account, tickets, and events.

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Third-party event organizers create and manage the events on Eventbrite. They're responsible for setting their own refund policies and issuing refunds. If you want a refund for your tickets, send a request to the event organizer.

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Request a refund directly from your Eventbrite account

Eventbrite automatically creates an account with the email address you use to purchase tickets. If the event organizer allows refund requests for the event you purchased tickets for, you'll see the option to request a refund in your account:

1. Log in to Eventbrite.
2. Go to Tickets.
3. Find the order you want refunded and select the tickets you want a refund for.
4. Select **Request a refund**.
5. Enter your details and submit your request. The organizer should respond within five business days.

Select **Contact the organizer** if you don't see the option to request a refund or if you need the status of your refund request.

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