

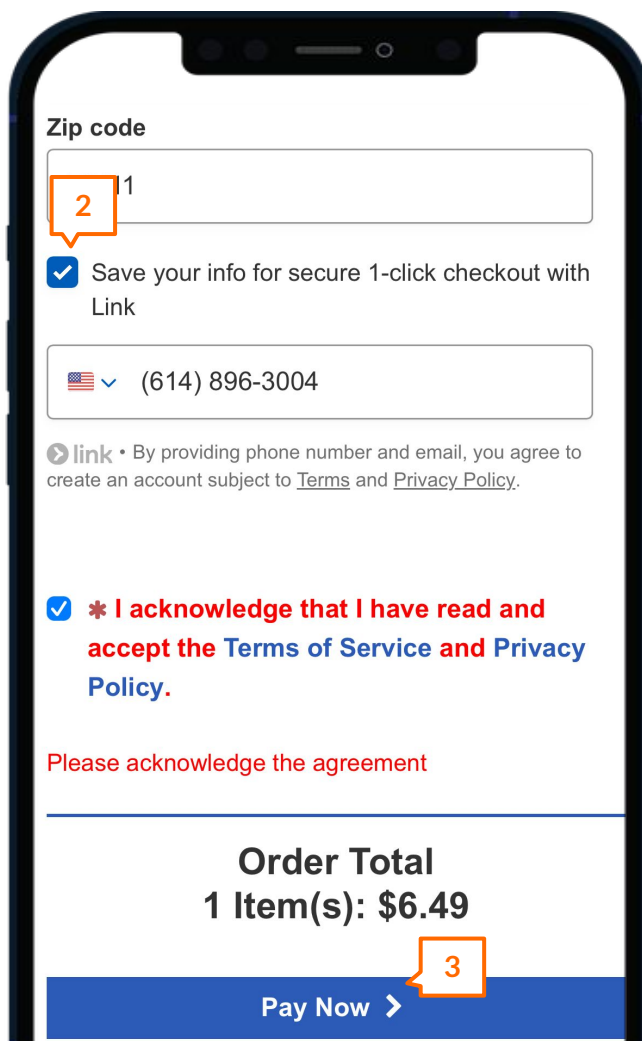
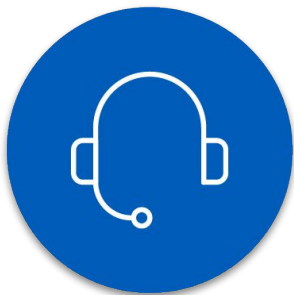
DIFFICULTIES WITH TRANSACTIONS

The HomeTown ticket buying process is very simple, but occasionally fans will encounter difficulties. One item to note is that Link by Stripe is used as an easy way for fans to store their payment information securely via Stripe's payment processing system, so fans will be prompted to choose if they want to utilize that feature.

Many times, when fans encounter difficulties with completing their transaction, it has to do with the checkbox prompting them to store that information. If they are unable to click the Pay Now button, we simply need to ask the fan to uncheck that box (and re-check it if they want to use Link), and then they can complete their transaction.

If the Pay Now Button Won't Work:

- 1) Note if the "Save your info" box is checked
- 2) If so, uncheck that box
- 3) The Pay Now button should work correctly
- 4) Reach out to Support if the issue persists





Zip code

1

2

☒ Save your info for secure 1-click checkout with Link

 (614) 896-3004

 link • By providing phone number and email, you agree to create an account subject to [Terms](#) and [Privacy Policy](#).

☒ * I acknowledge that I have read and accept the Terms of Service and Privacy Policy.

Please acknowledge the agreement

Order Total
1 Item(s): \$6.49

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Pay Now >