

HOUSE BILL No. 1140

DIGEST OF INTRODUCED BILL

Citations Affected: IC 24-5.

Synopsis: Sale and resale of event tickets. Provides that certain actions taken by a ticket issuer or ticket reseller with respect to tickets sold or resold for entertainment events constitute deceptive acts. Establishes requirements for the advertising and offer for sale, sale, and resale of tickets. Requires a ticket reseller to issue a refund to a consumer for a ticket if the entertainment event is canceled or if, for certain reasons, the ticket is not accepted by the venue.

Effective: July 1, 2026.

Pierce K

January 5, 2026, read first time and referred to Committee on Commerce, Small Business and Economic Development.



Second Regular Session of the 124th General Assembly (2026)

PRINTING CODE. Amendments: Whenever an existing statute (or a section of the Indiana Constitution) is being amended, the text of the existing provision will appear in this style type, additions will appear in **this style type**, and deletions will appear in ~~this style type~~.

Additions: Whenever a new statutory provision is being enacted (or a new constitutional provision adopted), the text of the new provision will appear in **this style type**. Also, the word **NEW** will appear in that style type in the introductory clause of each SECTION that adds a new provision to the Indiana Code or the Indiana Constitution.

Conflict reconciliation: Text in a statute in *this style type* or ~~this style type~~ reconciles conflicts between statutes enacted by the 2025 Regular Session of the General Assembly.

HOUSE BILL No. 1140

A BILL FOR AN ACT to amend the Indiana Code concerning trade regulation.

Be it enacted by the General Assembly of the State of Indiana:

- 1 SECTION 1. IC 24-5-0.5-3, AS AMENDED BY P.L.104-2024,
- 2 SECTION 42, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE
- 3 JULY 1, 2026]: Sec. 3. (a) A supplier may not commit an unfair,
- 4 abusive, or deceptive act, omission, or practice in connection with a
- 5 consumer transaction. Such an act, omission, or practice by a supplier
- 6 is a violation of this chapter whether it occurs before, during, or after
- 7 the transaction. An act, omission, or practice prohibited by this section
- 8 includes both implicit and explicit misrepresentations.
- 9 (b) Without limiting the scope of subsection (a), the following acts,
- 10 and the following representations as to the subject matter of a
- 11 consumer transaction, made orally, in writing, or by electronic
- 12 communication, by a supplier, are deceptive acts:
- 13 (1) That such subject of a consumer transaction has sponsorship,
- 14 approval, performance, characteristics, accessories, uses, or
- 15 benefits it does not have which the supplier knows or should
- 16 reasonably know it does not have.
- 17 (2) That such subject of a consumer transaction is of a particular



1 standard, quality, grade, style, or model, if it is not and if the
2 supplier knows or should reasonably know that it is not.

3 (3) That such subject of a consumer transaction is new or unused,
4 if it is not and if the supplier knows or should reasonably know
5 that it is not.

6 (4) That such subject of a consumer transaction will be supplied
7 to the public in greater quantity than the supplier intends or
8 reasonably expects.

9 (5) That replacement or repair constituting the subject of a
10 consumer transaction is needed, if it is not and if the supplier
11 knows or should reasonably know that it is not.

12 (6) That a specific price advantage exists as to such subject of a
13 consumer transaction, if it does not and if the supplier knows or
14 should reasonably know that it does not.

15 (7) That the supplier has a sponsorship, approval, or affiliation in
16 such consumer transaction the supplier does not have, and which
17 the supplier knows or should reasonably know that the supplier
18 does not have.

19 (8) That such consumer transaction involves or does not involve
20 a warranty, a disclaimer of warranties, or other rights, remedies,
21 or obligations, if the representation is false and if the supplier
22 knows or should reasonably know that the representation is false.

23 (9) That the consumer will receive a rebate, discount, or other
24 benefit as an inducement for entering into a sale or lease in return
25 for giving the supplier the names of prospective consumers or
26 otherwise helping the supplier to enter into other consumer
27 transactions, if earning the benefit, rebate, or discount is
28 contingent upon the occurrence of an event subsequent to the time
29 the consumer agrees to the purchase or lease.

30 (10) That the supplier is able to deliver or complete the subject of
31 the consumer transaction within a stated period of time, when the
32 supplier knows or should reasonably know the supplier could not.
33 If no time period has been stated by the supplier, there is a
34 presumption that the supplier has represented that the supplier
35 will deliver or complete the subject of the consumer transaction
36 within a reasonable time, according to the course of dealing or the
37 usage of the trade.

38 (11) That the consumer will be able to purchase the subject of the
39 consumer transaction as advertised by the supplier, if the supplier
40 does not intend to sell it.

41 (12) That the replacement or repair constituting the subject of a
42 consumer transaction can be made by the supplier for the estimate



the supplier gives a customer for the replacement or repair, if the specified work is completed and:

(A) the cost exceeds the estimate by an amount equal to or greater than ten percent (10%) of the estimate;

(B) the supplier did not obtain written permission from the customer to authorize the supplier to complete the work even if the cost would exceed the amounts specified in clause (A);

(C) the total cost for services and parts for a single transaction is more than seven hundred fifty dollars (\$750); and

(D) the supplier knew or reasonably should have known that the cost would exceed the estimate in the amounts specified in clause (A).

(13) That the replacement or repair constituting the subject of a consumer transaction is needed, and that the supplier disposes of the part repaired or replaced earlier than seventy-two (72) hours after both:

(A) the customer has been notified that the work has been completed; and

(B) the part repaired or replaced has been made available for examination upon the request of the customer.

(14) Engaging in the replacement or repair of the subject of a consumer transaction if the consumer has not authorized the replacement or repair, and if the supplier knows or should reasonably know that it is not authorized.

(15) The act of misrepresenting the geographic location of the supplier by listing an alternate business name or an assumed business name (as described in IC 23-0.5-3-4) in a local telephone directory if:

(A) the name misrepresents the supplier's geographic location;

(B) the listing fails to identify the locality and state of the supplier's business;

(C) calls to the local telephone number are routinely forwarded or otherwise transferred to a supplier's business location that is outside the calling area covered by the local telephone directory; and

(D) the supplier's business location is located in a county that is not contiguous to a county in the calling area covered by the local telephone directory.

(16) The act of listing an alternate business name or assumed business name (as described in IC 23-0.5-3-4) in a directory assistance data base if:

(A) the name misrepresents the supplier's geographic location;



- 1 (B) calls to the local telephone number are routinely forwarded
2 or otherwise transferred to a supplier's business location that
3 is outside the local calling area; and
4 (C) the supplier's business location is located in a county that
5 is not contiguous to a county in the local calling area.
- 6 (17) The violation by a supplier of IC 24-3-4 concerning
7 cigarettes for import or export.
- 8 (18) The act of a supplier in knowingly selling or reselling a
9 product to a consumer if the product has been recalled, whether
10 by the order of a court or a regulatory body, or voluntarily by the
11 manufacturer, distributor, or retailer, unless the product has been
12 repaired or modified to correct the defect that was the subject of
13 the recall.
- 14 (19) The violation by a supplier of 47 U.S.C. 227, including any
15 rules or regulations issued under 47 U.S.C. 227.
- 16 (20) The violation by a supplier of the federal Fair Debt
17 Collection Practices Act (15 U.S.C. 1692 et seq.), including any
18 rules or regulations issued under the federal Fair Debt Collection
19 Practices Act (15 U.S.C. 1692 et seq.).
- 20 (21) A violation of IC 24-5-7 (concerning health spa services), as
21 set forth in IC 24-5-7-17.
- 22 (22) A violation of IC 24-5-8 (concerning business opportunity
23 transactions), as set forth in IC 24-5-8-20.
- 24 (23) A violation of IC 24-5-10 (concerning home consumer
25 transactions), as set forth in IC 24-5-10-18.
- 26 (24) A violation of IC 24-5-11 (concerning real property
27 improvement contracts), as set forth in IC 24-5-11-14.
- 28 (25) A violation of IC 24-5-12 (concerning telephone
29 solicitations), as set forth in IC 24-5-12-23.
- 30 (26) A violation of IC 24-5-13.5 (concerning buyback motor
31 vehicles), as set forth in IC 24-5-13.5-14.
- 32 (27) A violation of IC 24-5-14 (concerning automatic
33 dialing-announcing devices), as set forth in IC 24-5-14-13.
- 34 (28) A violation of IC 24-5-15 (concerning credit services
35 organizations), as set forth in IC 24-5-15-11.
- 36 (29) A violation of IC 24-5-16 (concerning unlawful motor
37 vehicle subleasing), as set forth in IC 24-5-16-18.
- 38 (30) A violation of IC 24-5-17 (concerning environmental
39 marketing claims), as set forth in IC 24-5-17-14.
- 40 (31) A violation of IC 24-5-19 (concerning deceptive commercial
41 solicitation), as set forth in IC 24-5-19-11.
- 42 (32) A violation of IC 24-5-21 (concerning prescription drug



discount cards), as set forth in IC 24-5-21-7.

(33) A violation of IC 24-5-23.5-7 (concerning real estate appraisals), as set forth in IC 24-5-23.5-9.

(34) A violation of IC 24-5-26 (concerning identity theft), as set forth in IC 24-5-26-3.

(35) A violation of IC 24-5.5 (concerning mortgage rescue fraud), as set forth in IC 24-5.5-6-1.

(36) A violation of IC 24-8 (concerning promotional gifts and contests), as set forth in IC 24-8-6-3.

(37) A violation of IC 21-18.5-6 (concerning representations made by a postsecondary credit bearing proprietary educational institution), as set forth in IC 21-18.5-6-22.5.

(38) A violation of IC 24-5-15.5 (concerning collection actions of a plaintiff debt buyer), as set forth in IC 24-5-15.5-6.

(39) A violation of IC 24-14 (concerning towing services), as set forth in IC 24-14-10-1.

(40) A violation of IC 24-5-14.5 (concerning misleading or inaccurate caller identification information), as set forth in IC 24-5-14.5-12.

(41) A violation of IC 24-5-27 (concerning intrastate inmate calling services), as set forth in IC 24-5-27-27.

(42) A violation of IC 15-21 (concerning sales of dogs by retail pet stores), as set forth in IC 15-21-7-4.

(43) A violation of IC 24-4-23 (concerning the security of information collected and transmitted by an adult oriented website operator), as set forth in IC 24-4-23-14.

(44) A violation of IC 24-5-28 (concerning the sale and resale of event tickets), as set forth in IC 24-5-28-16.

(c) Any representations on or within a product or its packaging or in advertising or promotional materials which would constitute a deceptive act shall be the deceptive act both of the supplier who places such representation thereon or therein, or who authored such materials, and such other suppliers who shall state orally or in writing that such representation is true if such other supplier shall know or have reason to know that such representation was false.

(d) If a supplier shows by a preponderance of the evidence that an act resulted from a bona fide error notwithstanding the maintenance of procedures reasonably adopted to avoid the error, such act shall not be deceptive within the meaning of this chapter.

(e) It shall be a defense to any action brought under this chapter that the representation constituting an alleged deceptive act was one made in good faith by the supplier without knowledge of its falsity and in



1 reliance upon the oral or written representations of the manufacturer,
 2 the person from whom the supplier acquired the product, any testing
 3 organization, or any other person provided that the source thereof is
 4 disclosed to the consumer.

5 (f) For purposes of subsection (b)(12), a supplier that provides
 6 estimates before performing repair or replacement work for a customer
 7 shall give the customer a written estimate itemizing as closely as
 8 possible the price for labor and parts necessary for the specific job
 9 before commencing the work.

10 (g) For purposes of subsection (b)(15) and (b)(16), a telephone
 11 company or other provider of a telephone directory or directory
 12 assistance service or its officer or agent is immune from liability for
 13 publishing the listing of an alternate business name or assumed
 14 business name of a supplier in its directory or directory assistance data
 15 base unless the telephone company or other provider of a telephone
 16 directory or directory assistance service is the same person as the
 17 supplier who has committed the deceptive act.

18 (h) For purposes of subsection (b)(18), it is an affirmative defense
 19 to any action brought under this chapter that the product has been
 20 altered by a person other than the defendant to render the product
 21 completely incapable of serving its original purpose.

22 SECTION 2. IC 24-5-28 IS ADDED TO THE INDIANA CODE AS
 23 A NEW CHAPTER TO READ AS FOLLOWS [EFFECTIVE JULY
 24 1, 2026]:

25 **Chapter 28. Sale and Resale of Event Tickets**

26 **Sec. 1. (a) This chapter applies to a ticket that is advertised or**
 27 **offered for sale or resale, sold, or resold after June 30, 2026.**

28 **(b) Nothing in this chapter prohibits a ticket issuer from setting**
 29 **limits on maximum ticket purchases or enforcing terms and**
 30 **conditions of sale.**

31 **Sec. 2. As used in this chapter, "bot" means a program, device,**
 32 **or software designed to circumvent security measures or access**
 33 **controls on a ticket sales platform to obtain tickets.**

34 **Sec. 3. As used in this chapter, "entertainment event" means an**
 35 **event for which a ticket is purchased, including a performance,**
 36 **concert, exhibit, game, or contest.**

37 **Sec. 4. As used in this chapter, "mandatory fee" means a fee or**
 38 **charge required as part of the advertised price of a ticket,**
 39 **including a service fee or a convenience fee.**

40 **Sec. 5. As used in this chapter, "service fee" means an additional**
 41 **fee added to the total price of a ticket to pay for administrative**
 42 **costs, including ticket software, credit card processing, and venue**



1 fees.

2 Sec. 6. As used in this chapter, "speculative ticket" means a
3 ticket that is not in the actual or constructive possession of the
4 ticket reseller at the time the ticket is listed for resale.

5 Sec. 7. As used in this chapter, "ticket" means documentation
6 of a right to attend an entertainment event.

7 Sec. 8. As used in this chapter, "ticket issuer" means a person
8 that issues tickets for original sale, including:

- 9 (1) musicians or their agents;
- 10 (2) venues;
- 11 (3) promoters;
- 12 (4) theater companies; and
- 13 (5) marketplaces for initial purchases.

14 The term does not include a nonprofit corporation (as defined in
15 IC 23-0.5-1.5-24).

16 Sec. 9. As used in this chapter, "ticket reseller" means a person
17 whose primary business is the sale or resale of tickets. The term
18 does not include a nonprofit corporation (as defined in
19 IC 23-0.5-1.5-24).

20 Sec. 10. As used in this chapter, "total price" means the
21 maximum total of all fees or charges a consumer must pay for a
22 ticket, excluding shipping charges and government charges.

23 Sec. 11. As used in this chapter, "venue" means a place of
24 entertainment used to host an entertainment event, including a
25 theater, a stadium, an arena, a racetrack, a museum, or an
26 amusement park.

27 Sec. 12. A ticket issuer or ticket reseller advertising, offering for
28 sale, selling, or reselling a ticket must do the following:

- 29 (1) Clearly and conspicuously disclose the total price of the
30 ticket, including all mandatory fees, whenever the price of the
31 ticket is advertised or displayed.
- 32 (2) Display the total price of the ticket more prominently than
33 other pricing information in all advertisements, offers, or
34 displays for the ticket.
- 35 (3) Provide a complete itemization of the total price of the
36 ticket that includes the nature, purpose, and amount of any
37 mandatory fee, in a font size smaller than that of the total
38 price.
- 39 (4) Clearly and conspicuously disclose to the consumer at the
40 time of purchase the seat number, section, or both, at the
41 venue associated with the ticket.

42 Sec. 13. A ticket reseller that engages in the resale of a ticket to



a venue shall, upon the request of the consumer, refund the amount paid by the consumer for the ticket if any of the following apply:

- (1) The entertainment event is canceled.
- (2) The ticket is not accepted by the venue holding the entertainment event because the ticket meets one (1) or more of the following:
 - (A) The ticket is counterfeit.
 - (B) The ticket does not conform with the requirements established by the venue holding the entertainment event.
 - (C) The ticket is canceled by the venue holding the entertainment event, for any reason.
 - (D) The consumer does not receive the ticket in time to attend the entertainment event.
 - (E) The ticket reseller made a material misrepresentation relating to the sale of the ticket.

Sec. 14. If a person presents a ticket purchased from a ticket reseller that is determined by a venue to be counterfeit, duplicate, or otherwise invalid, the venue must provide the consumer with the contact information for the office of the attorney general.

Sec. 15. A ticket issuer or ticket reseller may not do any of the following:

- (1) Misrepresent any fee or charge associated with a ticket in any advertisement, offer, or display.
- (2) Exclude a mandatory fee from the advertised price of a ticket without clearly and conspicuously disclosing the nature, purpose, and amount of the mandatory fee prior to a consumer's consent to pay for the ticket.
- (3) Sell or offer to sell or resell more than one (1) copy of the same ticket to an entertainment event.
- (4) Sell speculative tickets.
- (5) Use deceptive website addresses or imply endorsement or ownership of any intellectual property of a venue or an artist without explicit written authorization of the venue or the artist.
- (6) Circumvent Internet sales limitations using bots or similar tools.

Sec. 16. A ticket issuer or ticket reseller that violates this chapter commits a deceptive act that is actionable by the attorney general or a consumer under IC 24-5-0.5-4 and is subject to the remedies and penalties under IC 24-5-0.5.

