

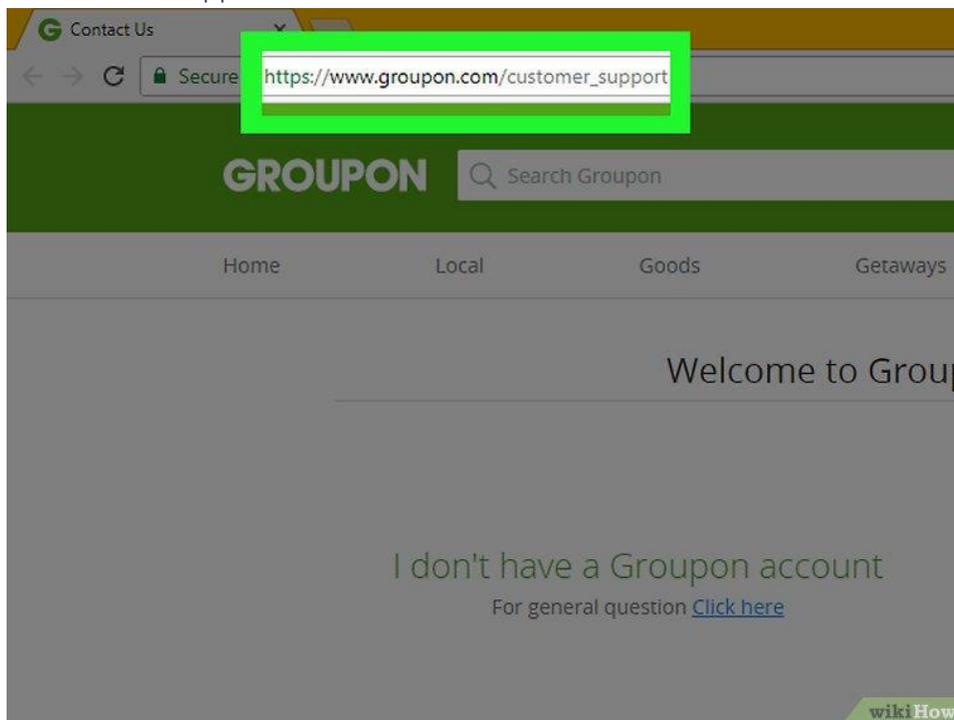
How to Contact Groupon

Resolving a customer service issue can be quite frustrating, but there are some easy resources on Groupon that will be able help you out. First, check your account for any Frequently Asked Questions answers or self-service options available. Then if you still need help, you can contact Groupon's customer support team via live chat, email, or their request-a-call feature. Inbound phone support is no longer offered by Groupon, so you'll have to rely on one of the above options.

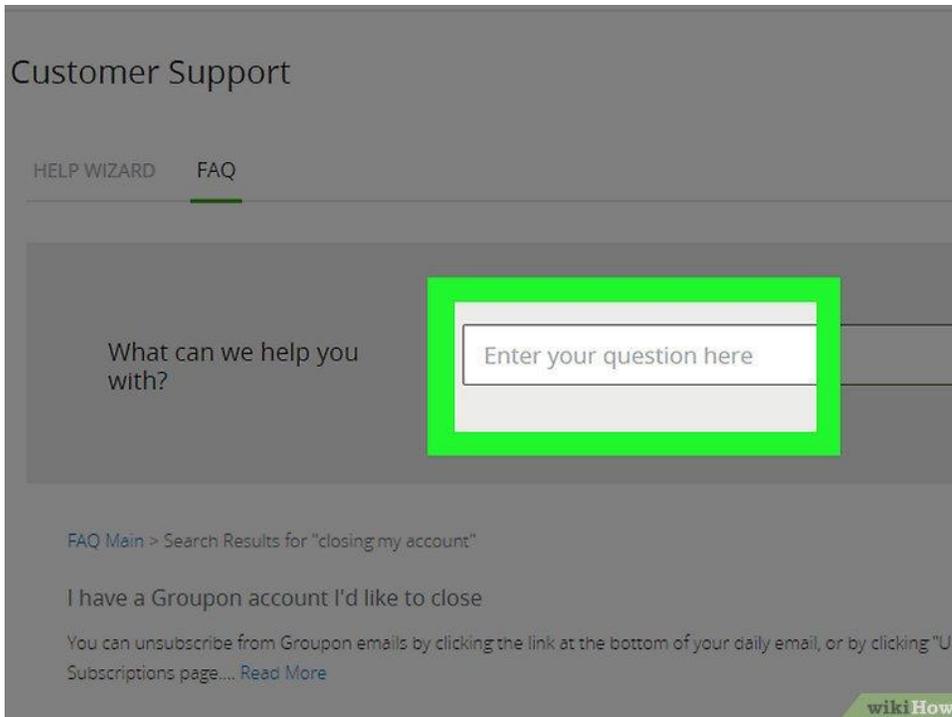
Steps

Method One of Three:

Using the Customer Support FAQ

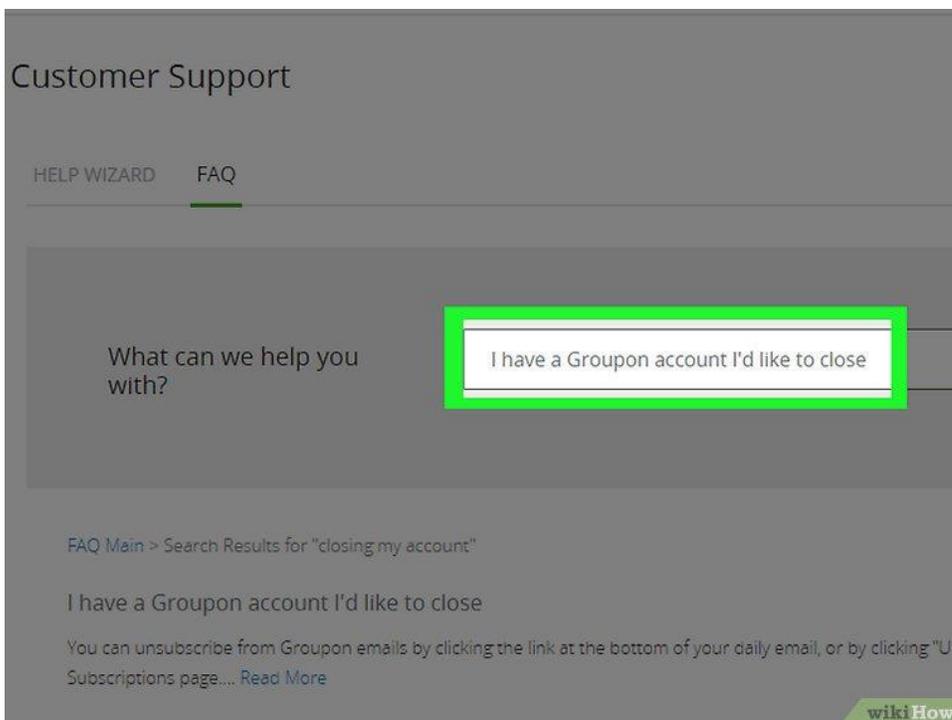


- 1.
2. **Open the [Groupon FAQ page](https://www.groupon.com/customer_support).** The Frequently Asked Question page hosts users' most commonly requested topics. You can use this section of the site to diagnose any issues you're having.
 - If you aren't already logged into Groupon, you'll need to do so with the email address you used to register your Groupon account and the accompanying password.
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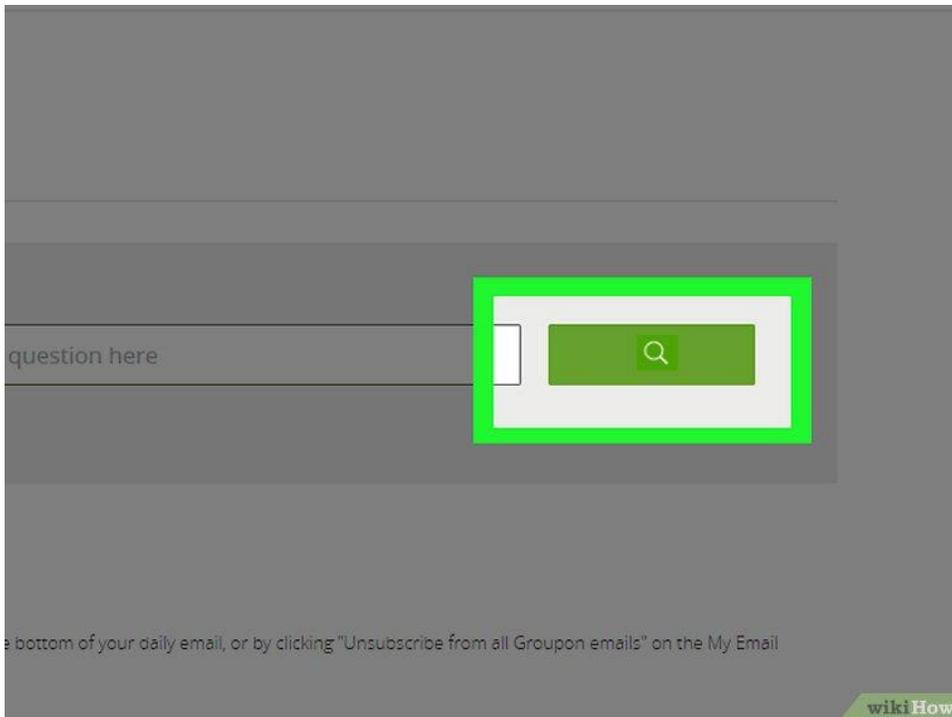
3.

4. **Click the "Enter your question here" search bar.** Fortunately, there's no need to browse through every FAQ help topic. You can search for your issue using the search bar in the middle of the page.



5.

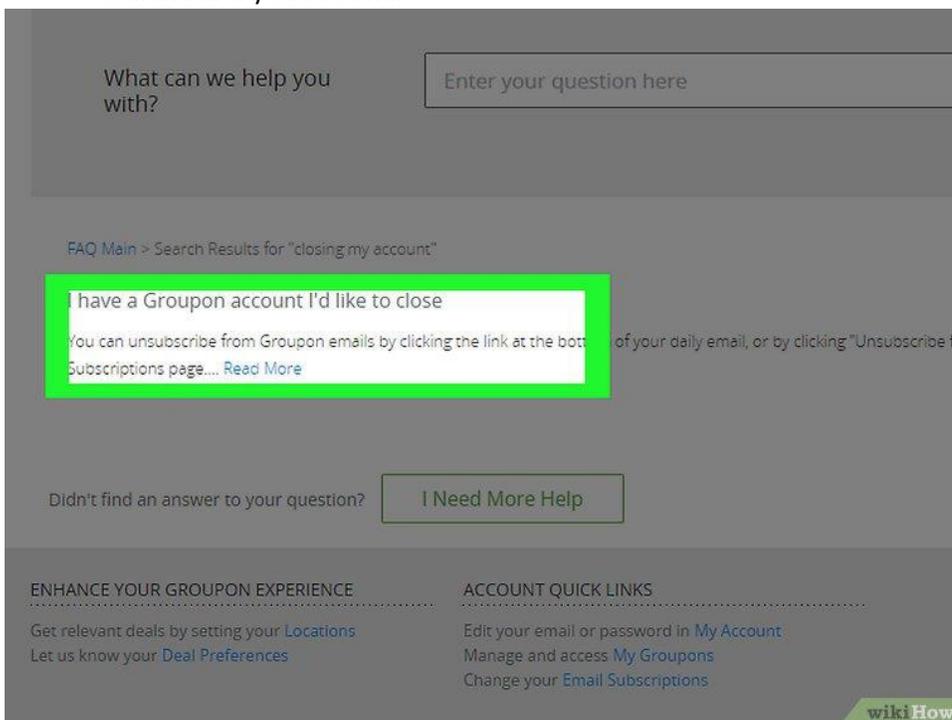
6. **Type in your question.** For example, if you're having an issue closing your account, you might type "How do I close my Groupon account?"



7.

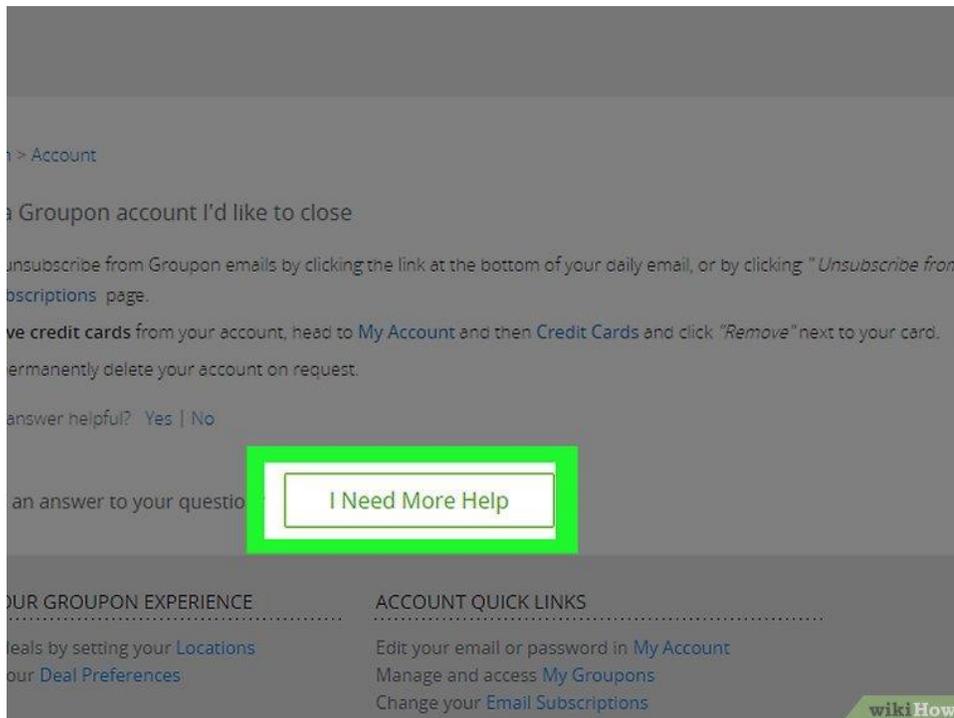
8. **Click the green magnifying glass button.** It's to the right of the search bar. Clicking this button will search for your topic.

- You can also click a question title similar to yours in the drop-down menu below the search bar if you see one.



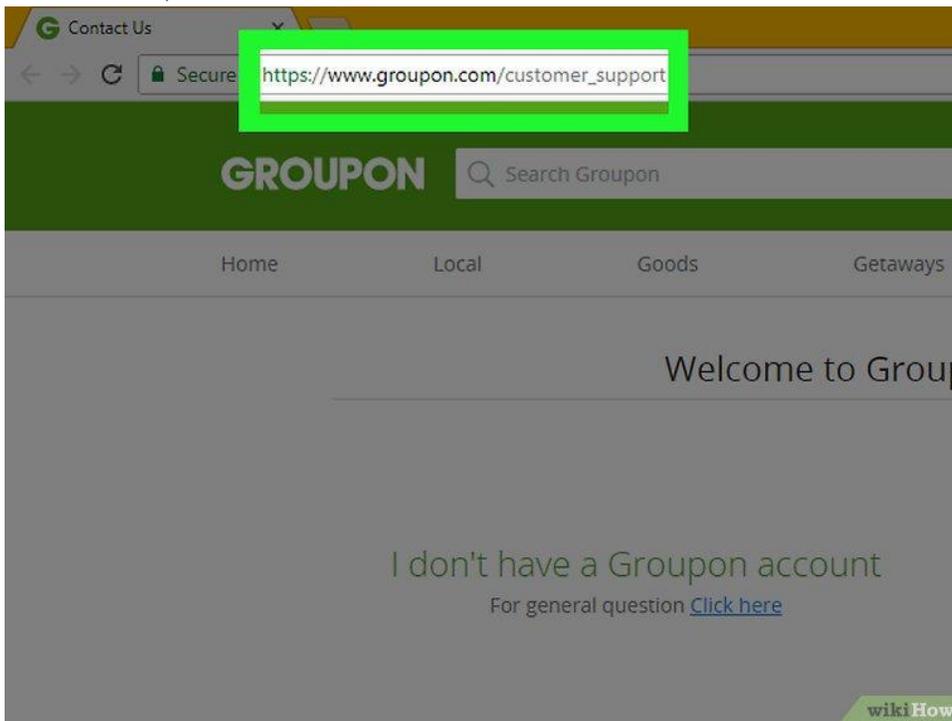
9.

10. **Review the search results.** These appear below the search bar. Keep in mind that you may not see a direct copy of your own question. If you don't see a perfectly matching result, try to look for similar concerns from other users.



- 11.
12. **Click the title of a question that matches yours.** While you may not see your specific question listed here, you'll likely see one that comes close. Look for similar keywords in other questions to help you find the answers you need.
 - If you don't get the answer you were looking for, you can click I Need More Help to redirect to the Customer Support page.
 - Advertisement

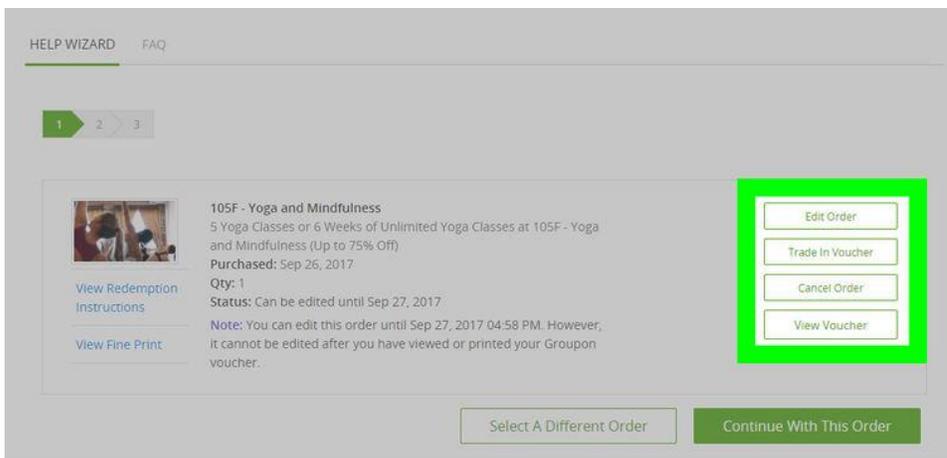
Method Two of Three:
Using Self-Service Options



14. **Go to Help.** First sign into your Groupon account and use the [Groupon Customer Support page](#).

15. 2

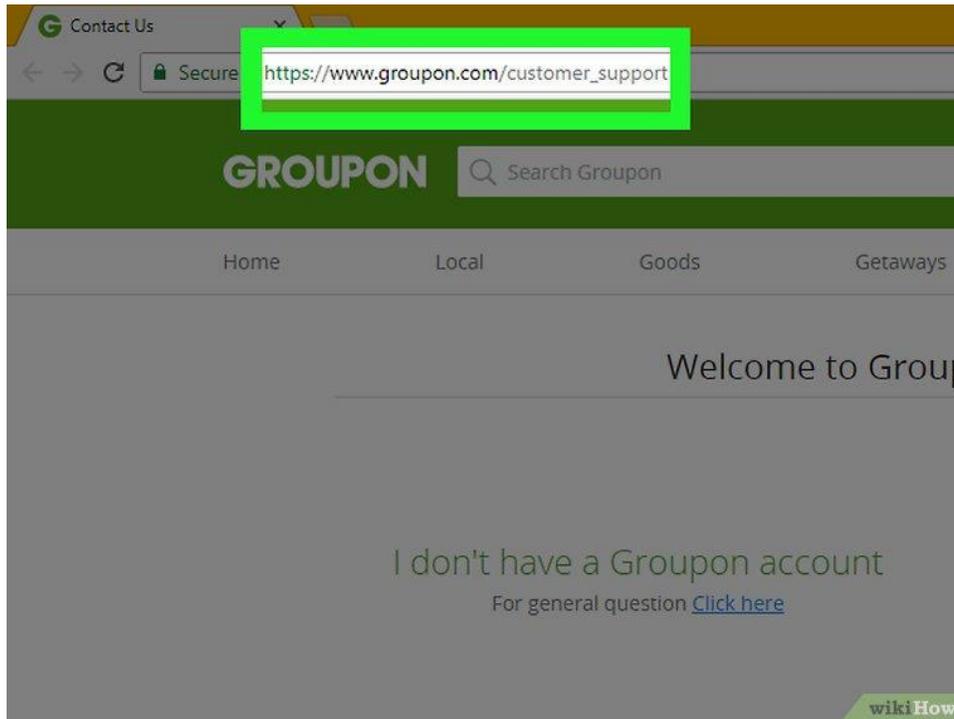
16. **Select Your Order.** After logging into your account, select the specific order you need help with and then click “Choose.”



18. **See Available Options.** Any self-service options available for this specific order will appear, including the options to edit an order, cancel for a refund, Trade In an order for Groupon credit, or return a Goods item.

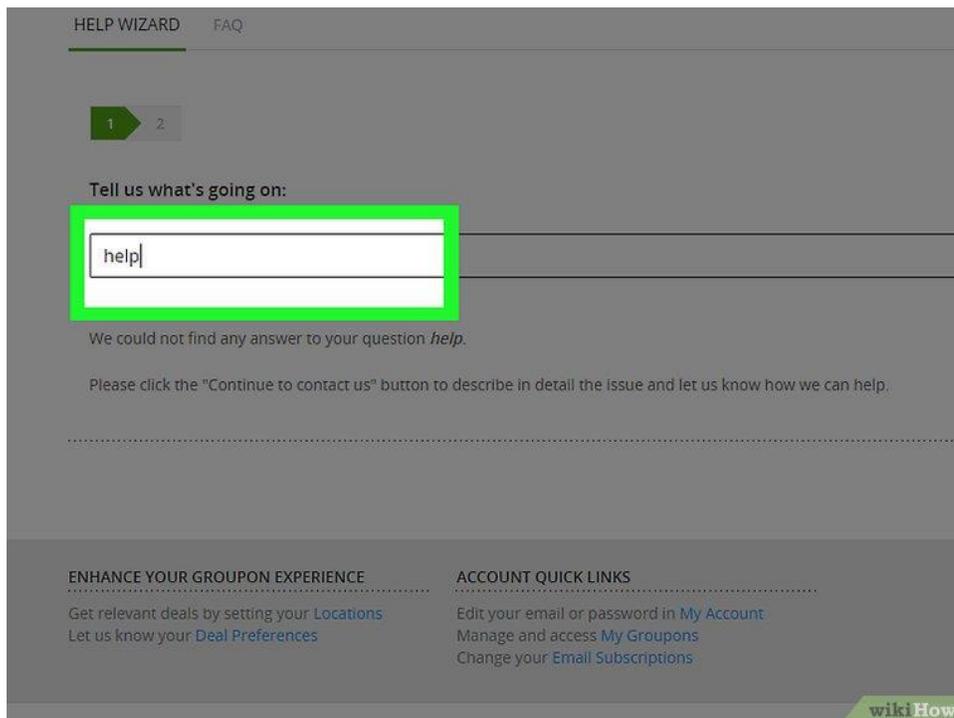
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Method Three of Three:
Chatting with Customer Support



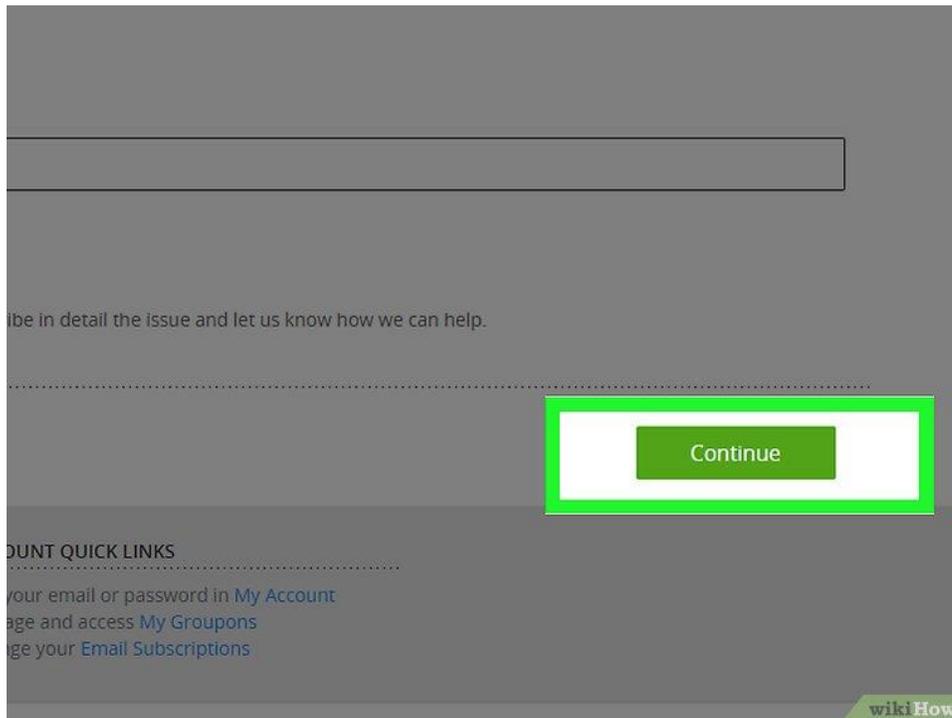
20.

21. **Open the [Groupon Customer Support page](#).** Try using the customer support page to get in touch with a customer service representative directly. They should be able to solve any problem you have.



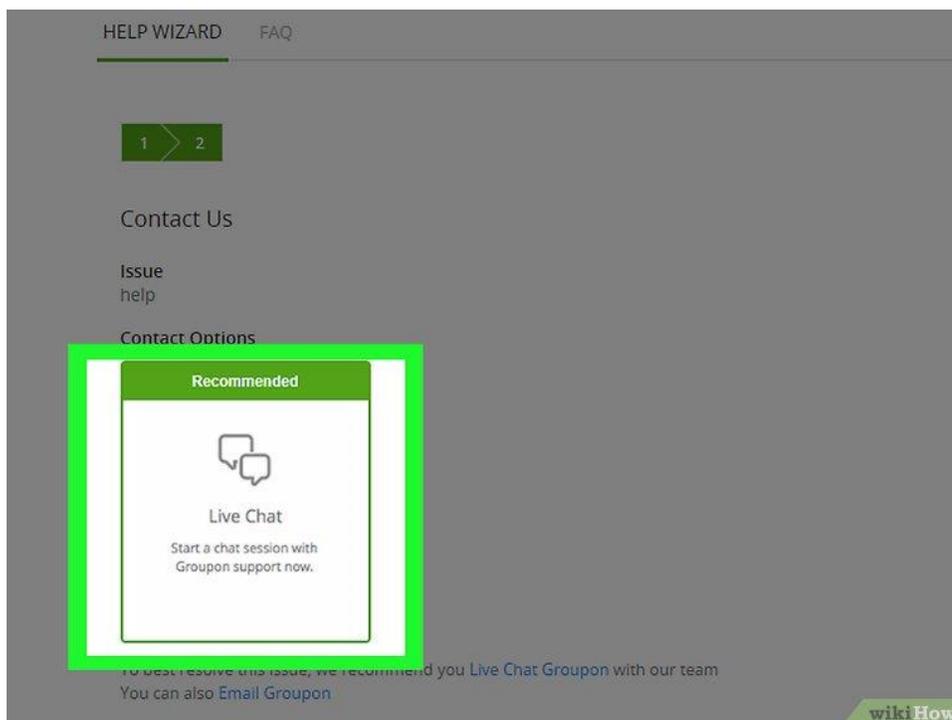
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23. **Type "help" into the search bar.** The search bar is in the middle of the webpage, directly beneath the "Tell us what's going on" heading.



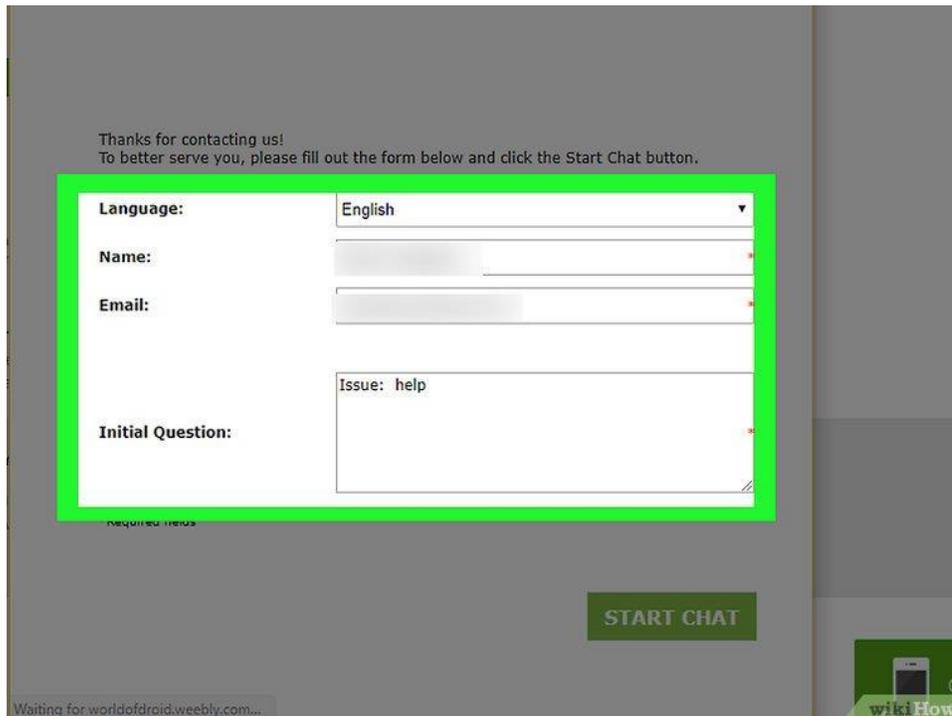
24.

25. **Click Continue.** After typing "help" into the search bar, click the green button marked "Continue" in the lower right corner of the page.



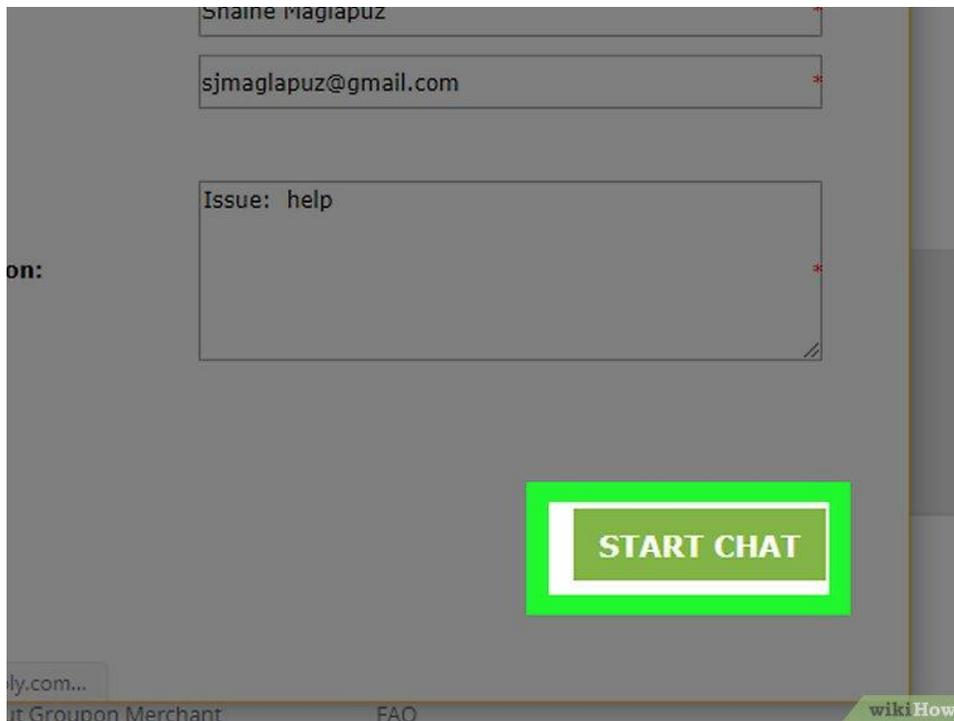
26.

27. **Click Live Chat.** When you click "Continue," a box marked "Live Chat" will load on the left side of your page, beneath the "Contact Options" heading.



The screenshot shows a live chat form on a grey background. At the top, it says "Thanks for contacting us! To better serve you, please fill out the form below and click the Start Chat button." The form itself is enclosed in a bright green border and contains the following fields: "Language:" with a dropdown menu set to "English"; "Name:" with a text input field; "Email:" with a text input field; "Initial Question:" with a larger text area containing the text "Issue: help"; and a green "START CHAT" button below the form. In the bottom left corner of the screenshot, there is a status bar that reads "Waiting for worldofdroid.weebly.com...". In the bottom right corner, there is a small "wikiHow" logo.

28. **Confirm your chat details.** Clicking "Live Chat" will open a new window that will prompt you to enter your information. Before you can begin a live chat with Groupon customer support, you'll need to make sure you've accurately entered the following information:
- Your name
 - Your email address
 - Your question or issue



30. [it Groupon Merchant](#) [FAQ](#) [wikiHow](#)
31. **Click Start Chat.** After verifying your information, click on the "Start Chat" button on the window's lower right corner. This will connect you with a Groupon Customer Support member. Hopefully, your issue will be resolved quickly and easily.