



## INSTRUCTIONS FOR RETURN FORM

### For Full Unopened Packs:

- 1) Enter the game name.
- 2) Enter the game number in the appropriate box. The first three digits in the series of numbers on the back of the ticket is the game number. SEE SAMPLE BELOW.
- 3) Enter the pack number (the six digit number immediately following the game number on the back of the ticket). SEE SAMPLE BELOW.
- 4) Repeat steps 1-3 for every full unopened pack you wish to return.

### For Partial Packs (including any full ticket pack with the original pack seal broken):

#### Partial pack returns are only allowed in the following instances:

- \* When a business closes.
- \* At the officially announced ending of a game.
- \* When tickets are found to be defective upon opening. (This does not include retailer or customer damaged tickets.)

#### Each line should include only a continuous, unbroken, attached string of tickets.

- 1) Enter the game name.
- 2) Enter the game number in the appropriate box. The first three digits in the series of numbers on the back of the ticket is the game number. SEE SAMPLE BELOW.
- 3) Enter the pack number (the six digit number immediately following the game number on the back of the ticket). SEE SAMPLE BELOW.
- 4) Enter the lowest ticket number in the "From" column. The ticket number is the last three digits in the series of numbers on the back of the ticket. SEE SAMPLE BELOW.
- 5) Enter the highest ticket number in the "Thru" column.
- 6) Repeat steps 1-5 for any other partial packs that you are returning.

For both full and partial pack returns, write in the reason you are returning tickets on the lines provided; below the partial pack return section. (i.e. game end, defective, etc.)

Complete the form by signing and dating the retailer signature line in the lower left hand corner of the form.

Tear off and retain the yellow copy of the return form for your records. Place the remaining (white) copy of the return form in the package with the tickets you are returning.

When your tickets are packaged, call the **Retailer Hotline** at **1-800-242-7782**. The delivery service will pick up the package within 2-3 business days following your call. The delivery driver will provide a shipping label, and give you a receipt for the package. Staple the receipt to your copy of the return form and retain for your records.

### SAMPLE BAR CODE / BACK OF INSTANT TICKET

GAME  
NUMBER

V

PACK  
NUMBER

V

TICKET  
NUMBER

V

**053 - 100001 - 1 - 000**

