



# Instructions for Instant Ticket Return Form

For **Full** Unopened Packs:

1. Enter the game number. SEE SAMPLE BELOW.
2. Enter the pack number. SEE SAMPLE BELOW.
3. Enter the game name.
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) returns are only allowed for the following reasons:

- 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 and must be approved by the Lottery before returning.)**

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

1. Enter the game number. SEE SAMPLE BELOW.
2. Enter the pack number. SEE SAMPLE BELOW.
3. Enter the game name.
4. Enter the lowest ticket number in the "From" column. SEE SAMPLE BELOW.
5. Enter the highest ticket number in the "To" 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 line provided.

Complete the form by signing and dating the retailer signature line on the bottom of the form.

Make a photocopy for your records and place the original copy of the return form in the package with the tickets being returned.

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

