

# South Carolina Education Lottery (SCEL) RETAILER CREDIT REQUEST FORM

**A CREDIT IS NOT AVAILABLE IF THE ORIGINAL TICKET IS LEGIBLE OR  
IF THE TICKET IS THE RESULT OF A CLERK OR PLAYER ERROR.**

When a ticket is mutilated, illegible, misprinted or does not print:

1. Immediately confirm the defective play by attempting to produce a Reprint Ticket. A reprint must be done prior to the next transaction.
2. Retain any or all parts of the defective ticket for submission to SCEL.
3. Call the Intralot help desk at 1-877-500-5202 to report the problem and obtain a Control Number to document what occurred. If you are unable to reprint a ticket, you must ask Intralot for assistance in documenting the nature of the problem.

**MEGA MILLIONS® AND POWERBALL®: No credit will be given for a ticket that can be used to claim a prize. Ticket(s) should not be mailed to SCEL until after the applicable drawing(s). Powerball®, Mega Millions® and Palmetto Cash 5 tickets cannot be cancelled.**

A Control Number does not guarantee a credit. By submitting this form, the retailer and /or the person signing this form relinquishes any right to claim ownership of the ticket.

After reviewing the material submitted, SCEL retains the sole discretion to determine whether a credit is appropriate. A credit is limited to the cost of the ticket.

**TO OBTAIN CREDIT, WITHIN THIRTY DAYS OF THE OCCURRENCE,  
SUBMIT THE DEFECTIVE TICKET WITH THIS COMPLETED FORM TO:**

SCEL, Finance Department  
P.O. Box 11949  
Columbia, SC 29211-1949

Retailer License Number: \_\_\_\_\_ Game Name (ex; Pick 3) \_\_\_\_\_

Retailer Name: \_\_\_\_\_ Control # from Help Desk: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Refund Requested: \$ \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date of Occurrence: \_\_\_\_\_

Signature: \_\_\_\_\_ Time of Occurrence: \_\_\_\_\_

Description of the problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**To Reduce Errors:**

**Keep terminal printing area clean and free of debris.**

**Check playslip for stray marks or stains.**

**Confirm value of the ticket and the number of draws prior to printing.**

**Receive funds for the transaction before the ticket is printed.**

**Only allow trained clerks to operate sales terminals.**