

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 IGT help desk at 1-844-458-8535 to report the problem and obtain a Case Number to document what occurred. If you are unable to reprint a ticket, you must ask IGT 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®, Lucky for Life® 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: _____ Case # 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.