

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

**CREDIT IS NOT AVAILABLE IF THE ORIGINAL TICKET IS LEGIBLE OR  
IF THE TICKET IS THE RESULT OF 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. Print the transaction history of the defective ticket for submission to SCEL.
4. Call the IGT help desk at 1-844-458-8535 and press 1 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.
5. No credit will be given for a ticket that can be used to claim a prize.
6. Pick 3 and Pick 4 tickets can be cancelled and are not eligible for credit once cancelled.
7. **Powerball®, Mega Millions®, Palmetto Cash 5, and Cash Pop tickets cannot be cancelled.**

A Case 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 review, SCEL retains the sole discretion to determine whether a credit is justified. A credit is limited to the purchase price 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.**