



RETAILER REQUEST FOR ADJUSTMENT

Document
Number:

Keep the yellow copy of this form and copies of the submitted tickets for your records.

Mail the original copy of the form along with the tickets for which you're requesting an adjustment.

North Carolina Education Lottery
Retailer Services Department
P.O. Box 41606
Raleigh, NC 27629-1606

ATTACH HERE

Attach all misprinted tickets, reprints, sales displays, mis-cut tickets and receipts required for NCEL to consider the request.

Please print thru to all copies

Adjustment requests must be submitted within 21 days of the incident.

Requests submitted after 21 days will not be considered.

Authorized Adjustments:

Instant tickets received defective from the lottery vendor, damaged by lottery equipment, or online tickets damaged due to printer malfunctions.

Please note:

Adjustments cannot be granted for issues caused by the retailer, such as liquid damage, tears, printer issues due to paper not installed properly or not replaced in a timely manner, or unsold tickets.

Retailer Number	Business Name
Business Address (Street, City and Zip Code)	Business Phone (Area Code + Number)

Enter the amount that you believe the Lottery owes you along with the SPECIFIC time incident occurred in the field(s) below:

Dollar Amount	Date Error Occurred (month, day, year)	Terminal Type <input type="radio"/> Flex <input type="radio"/> TVM <input type="radio"/> Other	Time Error Occurred	PLEASE PRINT DETAILED EXPLANATION

Your Name (Please Print)	SIGN HERE:	Date:
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Comments: