



FREQUENTLY ASKED QUESTIONS

FOR SELLERS

1. Why should I sell my seats on the official NCAA Ticket Exchange?

The official NCAA Ticket Exchange is the only 100 percent guaranteed, NCAA-approved secondary ticket marketplace. You can buy or sell confidently, knowing the seats are authentic, never counterfeit.

2. Can I list my tickets if I do not have them in my possession yet?

Yes, in the listing process you will be asked to select the "In-Hand Date."

PLEASE NOTE: Listings determined to be speculative or erroneous can be removed by PrimeSport at any time.

3. At what price am I able to list my tickets?

You may list your tickets at any price that is not below the face value of your tickets. Before listing your NCAA Championship tickets for sale, please review the terms and conditions for selling tickets that was provided in the ticket offer you received.

4. Can I change the price of my tickets once listed?

*Yes, you can change the listing price of your ticket at any time by logging into your account on the PrimeSport website. You can log on to your account via the **LOG IN** button in the upper right-hand corner of the PrimeSport home page. Once logged in, click **MY ACCOUNT** (upper right-hand corner of the home page), then click **TICKETS LISTED FOR SALE**. You may either edit or remove your ticket listing.*

5. Is there a fee for listing my tickets?

No, it is free to list your tickets on the official NCAA Ticket Exchange. Seller fees vary depending on the event. The seller fee is a minimal percentage deducted per ticket from the amount your tickets are listed at when they sell.

PLEASE NOTE: You can find the seller fee associated with the event you are listing under **SELLING RULES**, which is located on the first page of the ticket listing process.

6. How do I deliver my tickets if they sell?

You will receive a preliminary notification email that your tickets have sold. Shortly after the first notification email is sent, you will receive an additional email including a receipt of your sale and specific shipping instructions if needed. If your tickets are already in hand, a prepaid FedEx shipping label will be attached. You will need to print and use this shipping label to send the tickets sold to the buyer. Select NCAA Championships use digital inventory called Flash Seats. If you have electronic tickets, your tickets will be digitally transferred to the buyer.

PLEASE NOTE: When shipping your tickets to the buyer, you **MUST** only have the specific tickets sold in a sealed standard white envelope within the FedEx shipping envelope. Please do not include any other items. You must ship your tickets within 24 hours of receiving the prepaid shipping label.

7. How and when am I paid once my tickets sell?

Once the tickets are successfully delivered to the customer, you will receive an email with confirmation of payment. You will receive payment either via company check or PayPal, whichever method you chose at the time of listing your tickets.

Company Check - Please allow up to 10 business days to arrive via standard mail.

PayPal - Please allow 3-5 business days for the payment to be reflected in your PayPal account.

8. How often should I check my listings if I'm selling?

Occasionally, to increase the chances of selling your tickets and to keep your prices competitive. You can modify your ticket listing price at any time by logging into your account.

9. Why are my tickets not showing on the NCAA Ticket Exchange?

Tickets may be removed for violating any of the listing policies. Ticket listings will be removed if they are listed below face value or are considered speculative listings.

10. What happens if I sell my tickets elsewhere?

If your tickets have sold elsewhere or you no longer have the tickets, you will need to **IMMEDIATELY** delete your listing from the NCAA Ticket Exchange. If your tickets sell, you are obligated to send the respective tickets within 24 hours of receiving your shipping instructions. Failure to fulfill your order can result in the following options:

- a. The NCAA Ticket Exchange will reissue the tickets you listed for the BUYER, which will invalidate your tickets.
- b. The NCAA Ticket Exchange will charge your credit card to cover the cost of replacement tickets that will be provided to the BUYER.

PLEASE NOTE: There is no option to confirm or deny a sale on the PrimeSport website.

11. What happens if my tickets do not sell?

Every event is different. Please refer to the Selling Rules to see when the cutoff is for ticket sales. Please note this date can be changed at any time at PrimeSport's discretion. The Extended Listing Service program will be available for select events, an email will be sent with details when available.

12. How do I delete my listing?

In order to delete your listing, please log into your account and delete the listing before it is sold. You can log onto your account via the **LOG IN** button in the upper right-hand corner of the PrimeSport home page. From there, click on **MY ACCOUNT**, and then click on **TICKETS LISTED FOR SALE**. You will see an option to delete your ticket listing.

13. I do not reside in the United States. How do I list my tickets?

At this time, to list tickets on the NCAA Ticket Exchange, you must reside in the United States. You must provide a U.S. billing address in order to list tickets on our website.

14. I do not own a computer, or have internet access. How can I sell my tickets through this program?

You must have access to a computer and an internet connection to sell your tickets through the official NCAA Ticket Exchange.

15. Why is a credit card required to list my tickets?

A credit card is required in the event that a fan sells tickets on the PrimeSport website and does not fulfill his or her obligations as a seller. Should PrimeSport have to find replacement tickets to fulfill such an order, the expense incurred to replace the tickets will be charged to the seller's credit card.

16. Can I cancel the sale of my tickets once they have been sold?

No, once you have received confirmation that your tickets have sold, you must deliver the tickets listed. Once your tickets sell, you are obligated to send the respective tickets within 24 hours of receiving your shipping instructions. Failure to fulfill your order can result in the following options:

- a. PrimeSport will reissue the tickets you listed for the BUYER, which will invalidate your tickets.
- b. PrimeSport will charge your credit card on file in order to cover the cost of replacement tickets that will be provided to the BUYER.

PLEASE NOTE: There is no option to confirm or deny a sale on the PrimeSport website.

17. Is there a listing charge even if my tickets have not sold?

No, there is only a fee charged on tickets that are sold.

18. What are your office hours in the event I have questions for the PrimeSport staff?

Monday through Friday from 9 a.m. to 7 p.m. Eastern time, and Saturday and Sunday from 10 a.m. to 5 p.m. Eastern time.

19. How do I contact the official NCAA Ticket Exchange?

For immediate assistance, please call the PrimeSport staff at 800-591-9198.

FOR BUYERS

1. How do I know that the tickets listed on this exchange are authentic?

All tickets listed on the official NCAA Ticket Exchange are covered by PrimeSport's 100 percent guarantee. Fans can shop with the confidence of knowing the tickets purchased come from the only official NCAA ticket reseller.

2. What types of payments are accepted?

We accept VISA, MasterCard, American Express and Discover. All prices are listed in U.S. dollars. The billing address will be verified with your credit card company, so you must use the exact address where your credit card statements are sent.

3. Is there a fee for buying tickets on the NCAA Ticket Exchange?

There is an 18 percent order processing fee charged on each purchase in order to manage and maintain the official NCAA Ticket Exchange. All fees will be shown clearly before asking for any payment information.

4. How will I receive my tickets?

Physical tickets will be shipped two to three weeks before the event. All tickets are shipped via FedEx and will require a signature upon delivery. If the tickets you purchased were digital tickets, then they are sitting in your Flash Seats account and are associated to the credit card you used to purchase your tickets. Simply bring the credit card you used to purchase your tickets to the venue. You will swipe your credit card at the gate to redeem your ticket and enter the stadium. There is no need to go to the box office at the stadium.

5. What if my tickets are lost or stolen?

When you receive your tickets, keep them in a secure place. If your tickets are lost or stolen, you must contact PrimeSport Customer Service at 800-591-9198 for assistance.