



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 note the approximate date when you will receive your tickets, which is known as 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 I'M SELLING**. 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. There is only a seller fee charged if your tickets sell on our website.

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

You will receive an email notifying you that your tickets have sold. If your sold tickets were hardstock, you will need to log into your PrimeSport account to create a prepaid FedEx shipping label. You are responsible for printing the shipping label and delivering the tickets to your local FedEx store (further information will be provided within the sold confirmation email). If your sold tickets were digital (pdf) tickets, you are able to email the tickets to customerservice@primesport.com with your name and sell order number included. If your sold tickets were Flash Seats, there is no further action required! Your tickets will automatically be transferred to the buyer's Flash Seats account.

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 payment either via company check or PayPal, whichever method you chose when listing your tickets. For company check, please allow up to 10 business days for the check to arrive via standard mail. For 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?

You will be notified via email if your tickets sell, but you should check your listings often to see if your tickets have sold 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 delivery 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?

Unsold ticket listings will be removed from the Official NCAA Ticket Exchange once the Exchange closes; please refer to the Selling Rules to see when the cutoff is for your event. You will be notified two weeks before the event if your tickets have not sold; however, it is up to the seller to continuously check the status of their ticket listing. There is no guarantee that tickets will sell when they are listed. However, the earlier you list the tickets online, the better chance you have of selling them.

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 I'M SELLING**. 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 or Canada. You must provide a U.S. or Canadian 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 delivery 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.